

Virginia Department of Social Services

2005 Program Report



Adult Services
Adult Protective Services
Auxiliary Grant
Virginia Caregivers Grant

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General Information

MISSION OF THE DEPARTMENT

“People helping people triumph over poverty, abuse and neglect to shape strong futures for themselves, their families, and communities.”

The Department’s programs are designed to address persons in need, balance the role of providing effective intervention when necessary, and ensure the safety, stability, and well being for the most vulnerable of our population.

One hundred and twenty (120) local departments of social services have been an integral part of the social services delivery system for over 30 years and serve as the focal point within each local community for the delivery of family-focused preventive and protective services. Local departments use federal, state, and local funds to deliver services.

ORGANIZATION OF THE DEPARTMENT

The State Board of Social Services, created by the state legislature in July 1974, has members appointed by the Governor who represent various regions of the state. Members sit for four years, with no more than two successive terms permitted. The State Board has responsibility for the development and approval of policy and for the adoption of rules and regulations consistent with federal and state law. It acts in an advisory capacity to the Commissioner of the Department of Social Services.

The Department of Social Services supervises the administration of benefits and family service programs by the local departments of social services. The Commissioner of Social Services, who is appointed by the Governor, directs the Department of Social Services at the state level. The home office, located at 7 North Eighth Street in Richmond, develops policies, procedures, regulations, training, and standards for social service programs. It is responsible for the monitoring and evaluation of these programs. The Commissioner and home office staff act as liaisons to federal and state legislative and executive agencies and to local boards of social services. The home office allocates and manages funding to the local agencies.

The Adult Services Program is state supervised and locally administered. There are five area offices located in Abingdon, Henrico, Roanoke, Virginia Beach, and Warrenton. These offices provide technical assistance, training, and education to local programs in terms of compliance with state and federal requirements. Area staff serves as valuable resources to local departments of social services in the areas of planning, organization, budgeting, and monitoring, and provide training, consultation, and technical assistance to local staff. A listing of area office Adult Services staff and the localities served is found in Appendix A.

The local department of social services is the setting for direct client contact. The components through which the local departments can assist clients fall into two major divisions: benefits and

family service programs. The latter is administered by social workers, while eligibility workers handle benefit programs.

OVERVIEW OF THE ADULT SERVICES PROGRAM

The Adult Services Program at the Virginia Department of Social Services provides services through four program areas:

- ◆ Adult Services (AS)
- ◆ Adult Protective Services (APS)
- ◆ Virginia Caregivers Grant (VCG)
- ◆ Auxiliary Grants (AG)

At the state and area office levels, the *functions* of the Adult Services Program are to:

- ◆ Develop and interpret regulations, policies, procedures, and guidelines.
- ◆ Provide technical assistance, administrative, and program development consultation to local departments of social services.
- ◆ Provide case consultation and review.
- ◆ Develop, coordinate, and deliver training.
- ◆ Maintain and disseminate statistical and program information.
- ◆ Allocate funding to local programs and monitor local department of social services expenditures.
- ◆ Provide information to the legislature and other interested parties.
- ◆ Inform and educate the public about adult services, adult protective services, and domestic violence prevention programs and policies.

The *goals and objectives* of the Adult Services Program are to:

- ◆ Maximize an individual's self-sufficiency.
- ◆ Prevent the inappropriate institutionalization of the elderly or impaired adults.
- ◆ Assist, when necessary, with appropriate institutional or alternative placement.
- ◆ Protect older and incapacitated adults from abuse, neglect, and/or exploitation.
- ◆ Prevent the abuse, neglect, and/or exploitation of older and incapacitated adults.
- ◆ Assist survivors of domestic violence and their children to obtain services, support, and information.

The Adult Services Program's initiatives provide protection, empowerment, and the opportunity for independence for adults through a focus on customer self-reliance, case management, and a strong community-based service delivery system.

Adult Services

Adult Services (AS) assists people age 60 and over, adults age 18 and older who have a disability, and their families when appropriate. Services are provided through local departments of social services so that they can remain in the least restrictive environment -- preferably their home -- for as long as possible. Adequate home-based services and case management decreases the risk of institutional placement, decreases costs, and ensures that appropriate services are provided.

Table 1 –Number of Adult Services/Adult Protective Services Cases

AS/APS Cases	
Case Type	Number of Cases
70	1,804
74	2,479
82	1,413
86	6,835
All Case Types	12,531

Source: AS and APS data extracted from the VDSS automated tracking system. Case type 70 includes the APS investigation (once a determination is made, the case type is changed if it remains an open case or the case is closed); 74 includes APS cases; 82 is used for intense services/prevention and requires at least monthly contacts; 86 is for stabilization/ support services that are ongoing (i.e., cases open for longer than 45 days).

Intake services at the local departments provide an initial access point to services provided. In state fiscal year (FY) 05, there were 373 full-time and 40 part-time AS/APS workers and 108 full-time and 13 part-time AS/APS supervisors. Statewide, AS caseload data for the local departments for FY 02 were as follows:

Table 2 -- Average Monthly Caseload

Adult Services Average Monthly Caseload				
Case Type	FY 99	FY 00	FY 01	FY 02
74	1,745	2,141	2,157	2,220
82	1,427	1,444	1,385	1,465
86	7,572	7,763	7,545	7,773
All Cases Types	10,744	11,348	11,089	11,458

Source: AS/APS data extracted from the VDSS automated tracking system. Case type 74 includes APS cases; 82 is intense services/prevention and requires at least monthly contacts; 86 is stabilization/support services that are ongoing (i.e. cases open for longer than 45 days). Data for FY 2003-2005 are unavailable; however, DSS has implemented a new statewide data collection system that will allow reporting of statistics for FY 2006.

Assessment and Case Management

Local departments of social services provide a statewide system of case management, assessment, prevention and protective services for persons 18 and over with a disability and for adults 60 years of age and over. Local departments serve as the focal point for delivery of services through eligibility determination and needs assessment. Assessment is an integral part of case management, and the process includes an assessment of both individual and family needs. The Virginia Uniform Assessment Instrument is the first step in obtaining services.

Home-Based Services

Each local department is mandated to provide case management and at least one home-based service to the extent that federal and state matching funds are available. Each local department is authorized, as a fiscal agent acting on behalf of the customer, to recruit and approve home-based providers, using uniform provider standards. Approved home health and other local service-delivery agencies also may be used in the provision of home-based care services. Home-based care consists of three primary services:

- Companion services assist older adults and adults with disabilities with activities of daily living such as toileting, eating, dressing, bathing, light housekeeping, meal preparation, and shopping.
- Homemaker services include instruction in or the provision of activities to maintain a household and may include personal care, home management, household maintenance, nutrition, and consumer and health care education.
- Chore services are non-routine, heavy home maintenance tasks that may include window washing, floor maintenance, yard maintenance, painting, chopping wood, snow removal, and minor repair work in the home.

In FY 05, 5,798 persons received home-based services through the local departments. Of those, 84 percent were age 60 or over and 16 percent were age 18 and over with a physical or mental disability. Local departments reported 1,647 persons requesting a home-based service in FY 05 but denied services because of lack of funding or other reasons. Of the local departments with a waiting list, 30 have a waiting list of a year or more.

Table 3 illustrates the number of adults receiving home-based services from local departments over the past five years.

Table 3 -- Adults Receiving Home-Based Services

Adults Receiving Home-Based Services FY 2000-04					
	FY 01	FY 02	FY 03	FY 04	FY 05
# Receiving companion services	5,624	5,462	5,207	5,328	5,669
# Receiving chore services	20	11	40	15	47
# Receiving homemaker services	113	124	144	416	82
TOTAL	5,757	5,597	5,391	5,759	5,798

Source: AS annual surveys

In FY 05, the average number of hours of companion services provided per week per adult was 12 hours. The average number of hours of chore services provided per week was five hours per adult. The average number of hours of homemaker services per week was nine hours per adult. The average maximum number of hours of companion services approved by the local boards of social services was 28 hours per adult per week. The following table provides a summary of hours, rates, and persons served.

Table 4 -- Summary of Home-Based Services

Hours, Rates, Persons Served in Home-Based Services						
	FY 01	FY 02	FY 03	FY 04	FY 05	CHANGE FY 04-05
Average companion services hourly rate of pay	\$5.69	\$5.77	\$5.94	\$6.03	\$6.48	7.4%
Average # of companion services hours per week	12.0	12.0	11.7	12.0	12.0	0%
Persons served, all home-based care services	5,757	5,597	5,391	5,759	5,798	0.67%
Persons on waiting list, all home-based care services	1,597	1,724	1,739	1,802	1,647	8.6% (-)
Agency-approved home-based care providers	2,356	2,231	2,442	2,287	2,120	7.3% (-)
Companion services providers who are relatives of the adult	708	802	868	869	797	8.3% (-)
Companion services providers who are friends/neighbors of the adult	406	418	432	456	464	1.8%
Total home-based care services hours provided (in millions)*	3.6	3.5	3.4	3.6	3.6	

*In millions. Source: Adult Services Annual Surveys

Community-Based Services Coordinated by VDSS

Nursing home preadmission screening is performed by the local departments of social services in cooperation with the local departments of health. The *Code of Virginia* requires that all individuals who will be eligible for community or institutional long-term care services, as defined in the state plan for medical assistance, shall be evaluated to determine their need for nursing facility services. Nursing home preadmission screenings are used to divert individuals from institutional placements, when possible, and to access various Medicaid waiver services, such as personal care services, to prevent institutionalization.

Assisted living facility assessments are performed by the local departments. Before admission to an assisted living facility, the adult must be assessed using the Virginia Uniform Assessment instrument to determine care needs. State law requires that all residents of and applicants to assisted living facilities, regardless of payment status, be assessed using the Uniform Assessment Instrument to determine the need for residential or assisted living services.

For public pay individuals (i.e., those receiving an Auxiliary Grant), the following public human services agencies are authorized to complete the assessments:

- Local departments of social services
- Community services boards
- Area agencies on aging
- Local departments of health
- Centers for independent living
- Private physician who has a contract with the Department of Medical Assistance Services to perform assessments
- Department of Corrections medical units

The local department of social services is the agency of last resort. Local departments typically complete more than 85 percent of all assisted living facility assessments.

Adult foster care arrangements provide room and board, supervision and special services to an adult who has a physical or mental health condition. The adult must be assessed as being incapable of independent living or unable to remain in his or her own home. Adult foster care homes are approved by the local departments of social services.

Clients must purchase adult day services from a provider approved by the local department or a licensed adult day care facility for a portion of a 24-hour day. Day services include personal supervision of the adult and promote social, physical, and emotional well-being through companionship, self-education, and activities. Eligible persons must meet state and local board policy and be assessed using the Virginia Uniform Assessment Instrument.

Tables 5 and 6 illustrate the source of funding for purchased services.

Table 5 -- Purchased Services Expenditures

Adult Services Purchased Services Expenditures FY 05				
SERVICE	TOTAL EXPENDITURES	FEDERAL	LOCAL MATCH	LOCAL-ONLY*
Companion**	\$10,771,290	\$6,605,379	\$1,651,345	\$2,514,566
Chore**	\$126,665	\$99,746	\$24,936	\$1,983
Homemaker**	\$4,602,685	\$941,703	\$235,426	\$3,425,556
Adult Day Care	\$168,920	\$130,832	\$32,708	\$5,380
Adult Foster Care	\$9,795	\$7,836	\$1,959	0
APS	\$284,096	\$221,474	\$55,368	\$7,253
APS/Purchased Services	\$807,734	\$630,977	\$157,744	\$19,012
Nutrition	\$26,504	\$10,204	\$2,551	\$13,749
TOTAL	\$16,797,689	\$8,648,151	2,162,037	\$5,987,499

**This figure is underreported, as it is not a required element. ** This figure is a combination of funds from SSBG plus state supplement. Source: Data from LASER, an automated budget tracking system.*

Table 6 -- Adult Services Expenditures

Adult Services Home-Based Expenditures					
YEAR	FEDERAL	STATE	LOCAL-MATCH	LOCAL-ONLY**	TOTAL
FY 00	\$7,718,181	\$1,236,465	\$2,237,369	\$4,370,029	\$15,562,043
FY 01	\$7,784,765	\$1,415,856	\$2,291,335	\$3,927,875	\$15,419,832
FY 02	\$7,662,260	\$1,312,385	\$2,243,661	\$6,752,113	\$17,970,419
FY 03	\$7,878,429	\$952,236	\$2,207,667	\$5,697,234	\$16,735,567
FY 04	\$9,794,055	\$0	\$2,252,414	\$4,305,166	\$16,351,635
FY 05	\$8,648,151	\$0	\$2,162,037	\$5,987,499	\$16,797,389

** Increase in state funds represents funding approved by the General Assembly to increase the pay for companion providers to minimum wage and comply with the VDSS/IRS agreement. ** Local-only money represents only that funding that local agencies report. They are not required to report this funding. Figure is significantly understated. Source: Data extracted from LASER.*

It's a Fact!

Summary of Facts about Adult Services in Virginia FY 2005

- In FY 05, a total of 5,798 adults received home-based companion, chore, or homemaker services through local departments of social services. Of these adults, 5,669 adults received companion services, 47 adults received chore services, and 82 adults received homemaker services.
- There were 1,647 persons on waiting lists for home-based services.
- An estimated 3.6 million hours of services were provided to adults age 60 and over and to persons with disabilities age 18 and over by local departments.
- Persons age 60 and over received 84 percent and persons 18 and over who have disabilities received 16 percent of home-based services.
- The average number of hours of home-based services received per adult, per week was as follows: companion services, 12; chore services, five; and homemaker services, nine. The state average maximum number of hours of companion services approved by local boards of social services was 28 hours per week per adult.
- The average wage for agency-approved companion services providers was \$6.48 per hour; for chore providers, \$8.01; and for homemaker providers, \$8.04.
- There are 55 approved adult foster care homes in Virginia with 62 adults in foster care placements. Twenty-nine of these adults were under 60 years of age; 33 were 60 and older.
- For adult day services, 236 placements were made.
- Local departments of social services performed 6,402 nursing home preadmission screenings. More than 1,755 assisted living facility initial full assessments were conducted by local departments, and 833 short assessments were completed.
- There were 2,120 home-based care providers approved by local agencies, of which 1,857 were actually utilized. Of these, 797 providers (38 percent) were relatives of the adults receiving services, and 464 (22 percent) were friends or neighbors of the adult receiving services.

Source: Automated database (LASER) and the annual survey. Data is for FY ending June 30, 2005.

Adult Protective Services

Adult Protective Services

Adult protective services (APS) are those services provided to older persons and persons with disabilities who are in danger of being mistreated or neglected, are unable to protect themselves, and have no one to assist them (National Association of Adult Protective Services Administrators [NAAPSA], May 2001). Because there is no federal statute or funding directly related to the delivery of APS, each state developed its own system for service delivery. Nationwide, APS is usually the first responder to reports of abuse, neglect, and exploitation of vulnerable adults.

In the year 2000, the National Center on Elder Abuse commissioned NAAPSA to investigate the occurrence of abuse toward vulnerable adults. The *2000 Survey of State Adult Protective Services* was the first national study to include younger, vulnerable adults with disabilities among its findings. Results indicated that 472,813 reports of elder/vulnerable adult abuse were received in the previous reporting year and, in substantiated reports, most perpetrators were family members (62 percent), particularly spouses and intimate partners (30 percent). Self-neglect was the most common substantiated type of abuse/neglect (44%), followed by physical abuse (19%) and caretaker neglect (23%).

According to NAAPSA Research Committee Chairperson, Paula M. Mixson, “the numbers reflect that abuse is a gravely serious problem and growing.” The abuse of vulnerable adults is projected to rise for a number of reasons including changes in family patterns, caregiving, greater number of adults who are living longer, persons living with chronic illness, and the increased longevity of all persons.

BACKGROUND AND AUTHORITY

In 1974, the *Code of Virginia*, § 63.2-1604, included for the first time statutory authority for providing adult protective services in Virginia. Local departments of social services were assigned authority to receive and investigate reports of abuse, neglect, and exploitation across all care settings and to provide needed protective services to vulnerable adults. Three years later, in 1977, the protective services provision of the *Code of Virginia* was amended to allow the court to authorize “involuntary protective services” (i.e., services for adults who need protection and who do not have the ability to consent to the necessary services). Virginia became one of the first states in the nation to recognize an adult segment of the population living at risk of harm and lacking the ability to act in its own best interest. A 1983 amendment to the *Code of Virginia* strengthened protection to vulnerable adults in Virginia by:

- ◆ Requiring local departments of social services to receive and investigate reports; and
- ◆ Providing protective services when the need is documented through an APS investigation.

REPORTING TO ADULT PROTECTIVE SERVICES

An APS report is an allegation by any person to a local department of social services or to the 24-hour toll-free APS hotline (1-888-832-3858) that an elder or an incapacitated adult is in need of protective services. Certain persons are required by *Code of Virginia* § 63.2-1606 to file a report with the local department of social services when the person has reason to suspect that an elder or an adult with disabilities is abused, neglected, or exploited.

DEFINITIONS

ADULT ABUSE is defined by the *Code of Virginia*, § 63.2-100, as “the willful infliction of physical pain, injury or mental anguish or unreasonable confinement of an adult.” Abuse includes battery and other forms of physical violence including, hitting, kicking, burning, choking, scratching, rough-handling, cutting, and biting, etc. It includes sexual assault, inflicting pornography, voyeurism, exhibitionism, and other forms of forced sexual activity on an elder or an adult with disabilities. It includes any sexual activity with an adult who is unable to understand or give consent, the control of an adult through the use of threats or intimidation, and the abuse of a relationship of trust.

ADULT NEGLECT is defined by the *Code of Virginia*, § 63.2-100, as “an adult is living under such circumstances that he is not able to provide for himself or is not being provided services necessary to maintain his physical and mental health and that the failure to receive such necessary services impairs or threatens to impair his well-being.” This definition incorporates both adults who are self-neglecting, i.e., living under such circumstance that the adult is unable to provide for himself/herself, as well as adults whose needs for physical or mental health services are being ignored. Indicators of neglect include, malnourishment, dehydration, the presence of pressure sores, inadequate personal hygiene, inadequate or inappropriate clothing, inadequate or inappropriate supervision, extreme filth of person or home, severe pest/rodent infestation, offensive odors, inadequate heat, lack of electricity, or refrigeration, or untreated physical or mental health problems. Abandonment is a form of neglect.

ADULT EXPLOITATION is defined by the *Code of Virginia*, § 63.2-100, as “the illegal use of an incapacitated adult or his resources for another’s profit or advantage.” Exploitation, including financial abuse and sexual exploitation, is accomplished by the use of covert, subtle, and deceitful means. It is usually a pattern of behavior rather than a single episode. Financial exploitation includes the crimes of larceny, embezzlement, theft by false pretenses, burglary, forgery, false impersonation, and extortion. Indicators that a person is being financially exploited may include:

- Activity in an adult’s bank account that is erratic, unusual, or uncharacteristic of that person;
- The person’s automatic teller machine card is used by an acquaintance;
- New acquaintances have taken up residence in the adult’s home;
- Change in the adult’s property titles, will, or other documents, particularly if the adult is confused and/or the documents favor new acquaintances;
- A power of attorney is executed by a confused adult;
- documents and/or property are missing;
- The adult is being evicted and believes he/she owns the house; or
- The adult’s mail has been redirected to a different address.

The 1991 session of the Virginia General Assembly passed legislation that created § 18.2-369 in the *Code of Virginia*. This *Code* section establishes for the first time that abuse and neglect of an incapacitated adult is a crime. Under this section, any person who has responsibility for the care, custody, or control of an incapacitated adult and who abuses or neglects that incapacitated adult shall be guilty of a Class I misdemeanor. A person who is convicted a second or subsequent time under this statute shall be guilty of a Class VI felony. In any event, if the abuse or neglect results in serious bodily injury or disease to another, the offense shall be punishable as a Class VI felony. Serious bodily injury or disease includes, but is not limited to, disfigurement, a fracture, a severe burn or laceration, mutilation, maiming, or life-threatening internal injuries or conditions, whether or not caused by trauma.

The National Elder Abuse Incidence Study found that for every incident of elder abuse or neglect reported and substantiated, over five other incidents are unreported. As the number of elderly continues to climb dramatically, and elders have to increasingly rely on untrained and overwhelmed family members for their care, vulnerable adults are increasingly being placed in precarious situations in which they are at risk of abuse and neglect. In response, most states have enacted mandatory reporting statutes so that certain professions are required to report suspicious and potentially endangering situations.

AMENDMENT TO CODE OF VIRGINIA §63.2 Chapter 16

There continue to be significant barriers to the identification of older adults and adults with disabilities suspected of needing protective intervention. The only comprehensive national study on adult protective services was conducted in 1996 by the National Center on Aging. The study estimates that only one in eight incidents of elder abuse is ever reported to the agency with authority to intervene. Most states have enacted mandatory reporting statutes.

Senate Bill (SB) 318 and House Bill (HB 952) amended the *Code of Virginia* at § 63.2-1603 through 1610 regarding Adult Protective Services (APS) during the 2004 General Assembly session by:

- Clarifying the population served and adding that reports of suspected abuse, neglect, or exploitation may be made to local departments of social services OR the 24-hour, toll-free APS hotline;
- Requiring local departments to initiate an investigation within 24 hours of the report and clarifying what is meant by a “valid” report;
- Requiring the local department to refer suspicions to the appropriate licensing, regulatory, or legal authority for administrative action or criminal investigation;
- Allowing the local departments, with informed consent, to take or request photographs, video recordings, or medical imaging of the adult and his environment that are relevant to the investigation;
- Clarifying that APS will not investigate in state correctional facilities;
- Expanding the list of APS situations in which law enforcement must be notified to include sexual abuse; death, serious bodily injury, or disease believed to be caused by abuse or neglect; and any other criminal activity involving abuse or neglect that places the adult in imminent danger of death or serious bodily harm;

- Changing the timeframe for reporting suspected adult abuse, neglect, or exploitation by mandated reporters to "immediately" except reports by nursing facility inspectors completing surveys who are employed by the Department of Health;
- Requiring all law-enforcement departments and other state and local departments, agencies, authorities, and institutions to cooperate with APS in the detection, investigation, and prevention of adult abuse, neglect, and exploitation;
- Extending emergency adult protective services to be provided through a court order for a period of 15 days, instead of five days;
- Requiring the Department of Social Services to develop a plan and cost estimate by November 1, 2004, to prepare, disseminate, and present educational programs and materials on adult abuse, neglect, and exploitation to all categories of newly mandated reporters and that the penalty provisions shall not apply to newly mandated reported until the delivery of such training;
- Requiring the Department of Social Services to develop by November 1, 2004 a model protocol, procedures, and cost estimates for the operation of an adult fatality review team.
- Adding professions to the list of APS mandated reporters;
- Noting that a mandated reporter providing professional services in a hospital, nursing facility, or similar institution may, in lieu of reporting directly to APS, notify the person in charge, who shall report such information immediately upon determination that there is reason to suspect abuse, neglect, or exploitation;
- Adding accounting firms to the list of financial institutions who may report voluntarily;
- Prohibiting employers from preventing a mandated reporter to report directly to APS;
- Requiring employers of mandated reporters to ensure that employees are notified that they are mandated reporters and trained on reporting responsibilities;
- Adding criminal penalties for persons 14 years of age or older who make a false report;
- Authorizing the Commissioner of the Department of Social Services to impose civil penalties for cases of non-reporting by all mandated reporters with the exception of law-enforcement officers, who will be penalized by the courts;
- Requiring mandated reporters to report immediately to the appropriate medical examiner and law-enforcement agency when there is reason to suspect that an adult died as a result of abuse or neglect and authorizing the medical examiner to order an autopsy; and
- Relieving a mandated reporter from reporting to APS if he has actual knowledge that the same matter has already been reported.

Virginia's mandatory reporting law (§63.2-1606 of the *Code of Virginia*) requires specific professions to report immediately to the local department of social services or to the 24 hour hotline upon suspecting abuse, neglect, or exploitation. Mandated reporters must report to both law enforcement and medical examiners any deaths arising from suspected abuse or neglect. The law imposes a penalty for failure to report within 24 hours any suspected abuse/neglect, and protects from liability any good faith reporting.

The 2004 General Assembly amended the list of mandated reporters to include:

- 1) Any person licensed, certified, or registered by health regulatory boards listed below:
 - Board of Nursing:** Registered Nurse (RN); Licensed Nurse Practitioner (LNP); Licensed Practical Nurse (LPN); Clinical Nurse Specialist; Certified Massage Therapist; Certified Nurse Aide (CNA)

Board of Medicine: Doctor of Medicine and Surgery, Doctor of Osteopathic Medicine; Doctor of Podiatry; Doctor of Chiropractic; Interns and Residents; University Limited Licensee; Physician Assistant; Respiratory Therapist; Occupational Therapist; Radiological Technologist; Radiological Technologist Limited; Licensed Acupuncturists; Certified Athletic Trainers

Board of Pharmacy: Pharmacists; Pharmacy Interns; Permitted Physicians; Medical Equipment Suppliers; Restricted Manufacturers; Humane Societies; Physicians Selling Drugs; Wholesale Distributors; Warehousemen, Pharmacy Technicians

Board of Dentistry: Dentists and Dental Hygienists Holding a License, Certification, or Permit Issued by the Board

Board of Funeral Directors and Embalmers: Funeral Establishments; Funeral Services Providers; Funeral Directors; Funeral Embalmers; Resident Trainees; Crematories; Surface Transportation and Removal Services; Courtesy Card Holders

Board of Optometry: Optometrist

Board of Counseling: Licensed Professional Counselors; Certified Substance Abuse Counselors; Certified Substance Abuse Counseling Assistants; Certified Rehabilitation Providers; Marriage and Family Therapists; Licensed Substance Abuse Treatment Practitioners

Board of Psychology: School Psychologist; Clinical Psychologist; Applied Psychologist; Sex Offender Treatment Provider; School Psychologist – Limited

Board of Social Work: Registered Social Worker; Associate Social Worker; Licensed Social Worker; Licensed Clinical Social Worker

Board of Nursing Home Administrators: Nursing Home Administrator

Board of Audiology and Speech Pathology: Audiologists; Speech-Language Pathologists; School Speech-language Pathologists

Board of Physical Therapy: Physical Therapist; Physical Therapist Assistant

- 2) Any mental health services provider;
- 3) Any emergency medical services personnel certified by the Board of Health;
- 4) Any guardian or conservator of an adult;
- 5) Any person employed by or contracted with a public or private agency or facility and working with adults in an administrative, supportive or direct care capacity;
- 6) Any person providing full, intermittent, or occasional care to an adult for compensation, including but not limited to companion, chore, homemaker, and personal care workers; and
- 7) Any law-enforcement officer.

COURT APPOINTED GUARDIANS

The *Code of Virginia* § 37.1-137.2 requires guardians to file an annual report with the local department of social services in the jurisdiction in which the guardian was appointed. Local departments of social services reported through the 2005 Annual Adult Services Survey that 3,036 guardianship annual reports were filed in FY 05. During the same period, 383 guardians failed to file as required. Of all guardianship annual reports filed, 143 were opened for an APS investigation as a result of reviewed guardianship reports.

TABLE 7 -- APS REPORTS AT A GLANCE

APS REPORTS AT A GLANCE			
Year Ending June 30, 2005			
	Category	#	%
TOTAL REPORTS RECEIVED		12,202	
AGE	60 years or older	8,791	72%
	18-59 years	3,411	28%
SEX	Female	7,800	64%
	Male	4,402	36%
RACE	White	8,930	73%
	African American	3,111	25%
	Hispanic	85	1%
	Other	76	1%
LIVING ARRANGEMENT	With spouse/relative	4,844	40%
	Alone	3,603	30%
	Nursing Facility	1,411	12%
	Assisted Living Facility	983	8%
	Other ¹	955	8%
	DMHMRSAS Facilities	384	3%
	Adult Foster Care	22	<1%
TOTAL SUBSTANTIATED REPORTS		7,454	61%
TYPE OF SUBSTANTIATED REPORT ²	Needs and Accepts Services	4,325	58%
	Need No Longer Exists	2,065	28%
	Needs and Refuses Services	1,064	14%
	Self-Neglect	3,309	44%
	Neglect	1,686	23%
	Duplicated Categories	617	8%
	Abuse	1,423	19%
	Exploitation	491	6%
¹ The category "other" is not defined in the VACIS reports.			
² The totals do not equal 100 percent because the number of substantiated reports is duplicated by category, e.g., a report may indicate both neglect and abuse, or both abuse and exploitation.			

TABLE 8 -- STATE AND REGIONAL SUMMARY OF APS REPORTS

STATE AND REGIONAL SUMMARY OF APS REPORTS							
Year Ending June 30, 2005							
	CENTRAL	EASTERN	NORTHERN	PIEDMONT	WESTERN	STATE TOTAL	% OF TOTAL
Reports Received	2,341	1,986	3,158	2,327	2,390	12,202	
% of Total	19%	16%	26%	19%	20%	100%	
Demographics							
60+	1,689	1,428	2,354	1,668	1,652	8,791	72%
18-59	652	558	804	659	738	3,411	28%
Male	858	725	1,102	814	903	4,402	36%
Female	1,483	1,261	2,056	1,513	1,487	7,800	64%
Black	1,020	870	506	602	113	3,111	25%
White	1,287	1,090	2,563	1,716	2,274	8,930	73%
Hispanic	19	11	49	4	2	85	1%
Other	15	15	40	5	1	76	1%
Living Arrangements							
Nursing Facility	208	212	384	354	253	1,411	12%
Assisted Living Facilities	235	159	223	153	213	983	8%
DMHMRSAS	100	47	122	95	20	384	3%
Lives Alone	625	569	956	658	795	3,603	30%
Lives w/spouse/relative	929	820	1,205	896	994	4,844	40%
Other Living Arrangements*	239	174	266	161	115	955	8%
Foster/Family Care	5	5	2	10	0	22	<1%
Total Reports Substantiated	1,376	1,204	1,760	1,369	1,745	7,454	61%
% of Reports Substantiated	59%	61%	56%	59%	73%	61%	

TABLE 9 -- FIVE YEAR REPORT ON APS INVESTIGATIONS

FIVE YEAR REPORT ON DISPOSITIONS IN APS INVESTIGATIONS					
	2001	2002	2003	2004	2005
Total Reports Investigated	10,942	11,306	11,949	11,821	12,202
Total Reports Substantiated	7,055	6,960	7,268	7,152	7,454
Percent of Reports Substantiated	64%	62%	61%	61%	61%
Types of Substantiated Reports					
Needs and Accepts Services	4,116	4,357	4,546	4,325	4,325
Needs and Refuses Services	1,021	1,029	944	1,083	1,064
Need No Longer Exists	1,918	1,574	1,778	1,744	2,065
Total Unfounded Reports	3,682	3,988	4,039	3,964	4,006
Investigations Pending	205	358	642	705	742

DISPOSITIONS

Depending on the findings of the investigation, one of the following dispositions is determined:

◆ **NEEDS PROTECTIVE SERVICES AND ACCEPTS**

An adult is found to need protective services when convincing evidence shows that adult abuse, neglect, and/or exploitation has occurred or is occurring, or there is reason to suspect that the adult is at risk of abuse, neglect, and/or exploitation and needs protective services in order to reduce that risk. This disposition is assigned when the adult needing protective services accepts the needed services, or the adult needing protective services is not capable of making a decision to accept needed services. In cases where the adult is not capable of making a decision, the APS social worker petitions the court for the provision of involuntary protective services.

◆ **NEEDS PROTECTIVE SERVICES AND REFUSES**

This disposition is determined when convincing evidence shows that adult abuse, neglect, and/or exploitation has occurred or is occurring or there is reason to suspect that the adult is at risk of abuse, neglect, and/or exploitation and needs protective services in order to reduce that risk. This disposition is determined when the adult is capable of making a decision about needed services and his/her decision is to refuse services.

◆ **NEED FOR PROTECTIVE SERVICES IS RESOLVED OR NO LONGER EXISTS**

This disposition is determined when there is convincing evidence or reason to suspect that adult abuse, neglect, and/or exploitation has occurred, but the adult is no longer

at risk. If this finding is made in an institutional setting, a referral is made to the appropriate regulatory or legal authority for follow-up as necessary.

◆ **UNFOUNDED**

A report is unfounded if when a review of the facts shows no reason to suspect that abuse, neglect, and/or exploitation has occurred or that the adult is at risk of abuse, neglect, and/or exploitation.

◆ **DISPOSITION PENDING**

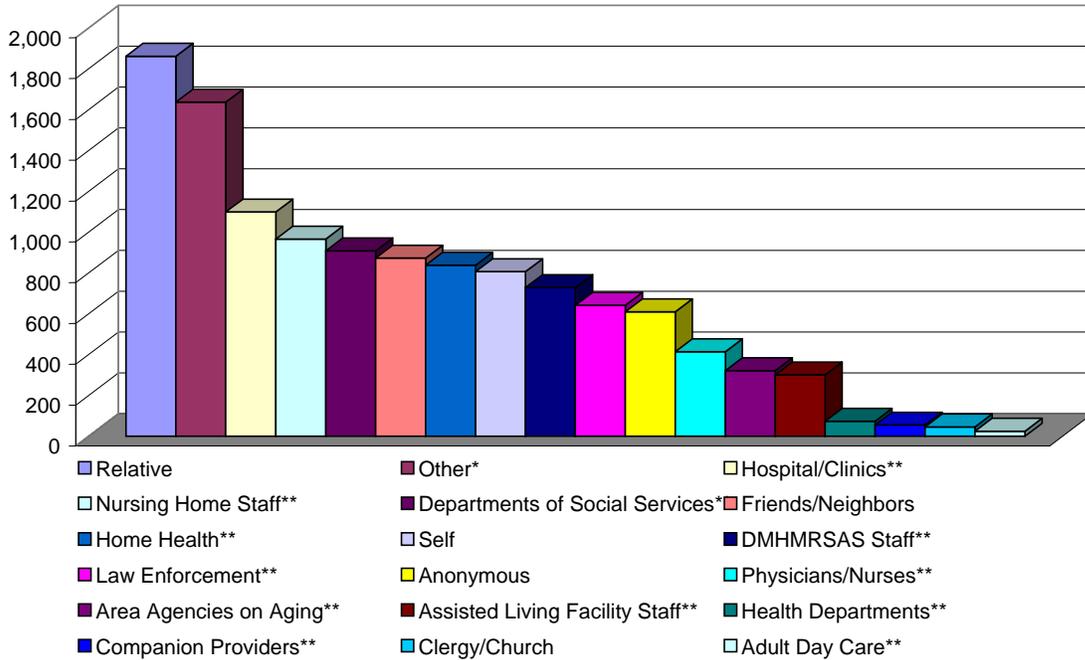
Investigations that are ongoing at the end of the reporting period are pending until the investigation is completed and a disposition assigned.

TABLE 10 -- SOURCE OF APS REPORTS

SOURCE OF APS REPORTS		
Year Ending June 30, 2005		
SOURCE OF REPORTS	TOTAL REPORTS	PERCENTAGE OF REPORTS
Relative	1,862	15%
Other*	1,637	13%
Hospital/Clinics**	1,099	9%
Nursing Home Staff**	965	8%
Departments of Social Services**	908	7%
Friends/Neighbors	873	7%
Home Health**	838	7%
Self	806	7%
DMHMRSAS Staff**	728	6%
Law Enforcement**	641	5%
Anonymous	610	5%
Physicians/Nurses**	414	3%
Area Agencies on Aging**	321	3%
Assisted Living Facility Staff**	301	2%
Health Departments**	73	1%
Companion Providers**	55	<1%
Clergy/Church	46	<1%
Adult Day Care**	25	<1%
TOTAL	12,202	100%
* The category "other" is not defined by the VACIS report.		
** Mandated reporters.		

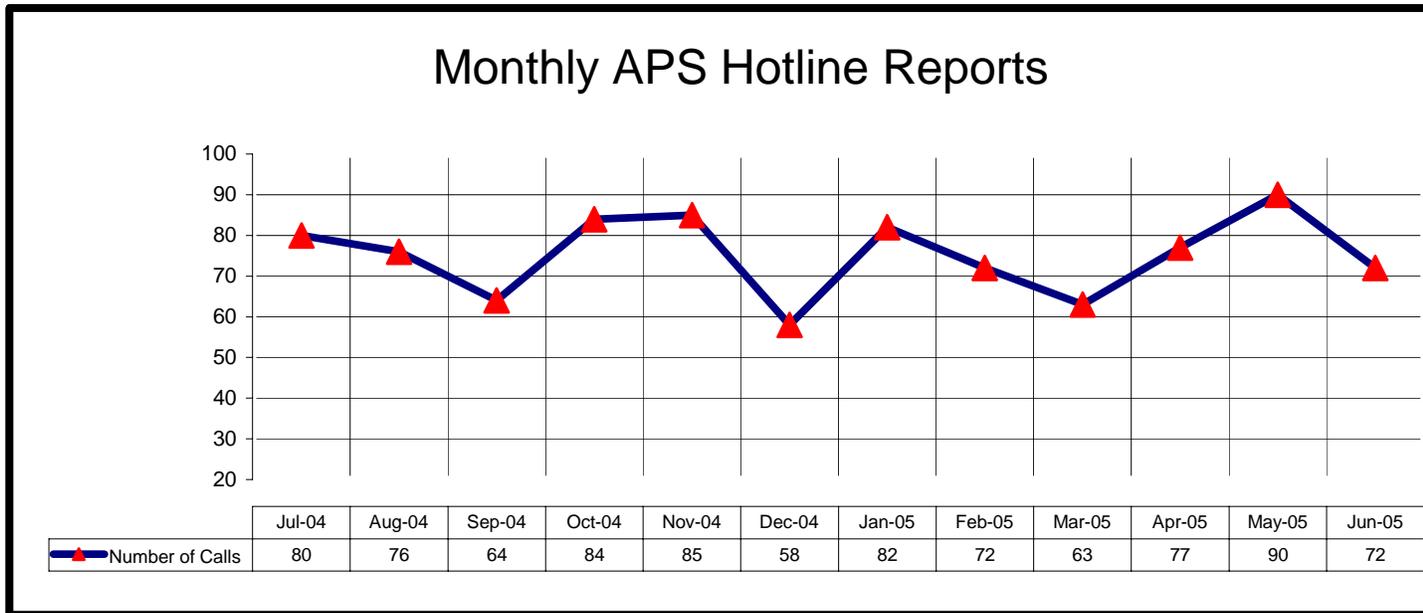
TABLE 11 -- SOURCE OF APS REPORTS (CHART)

SOURCE OF APS REPORTS



* The category "other" is not defined in the VACIS report. ** Mandated Reporters.

Table 12 – APS HOTLINE CALLS



IT'S A FACT!

Summary of Facts about Adult Protective Services in Virginia FY 2005

- Local departments of social services investigated 12,202 reports of adult abuse, neglect, and exploitation.
 - Sixty-one percent (61 percent) of all reports (7,454) were substantiated.
 - Seventy-two percent (72 percent) of all reports indicated victims were adults age 60 years or older; twenty-eight percent (28 percent) of the victims were adults age 18-59 with a disability.
 - Nine percent (9 percent) of all adults with substantiated reports and found to be in need of protective services exercised their statutory right to refuse services.
 - Sixty-seven percent (67 percent) of all substantiated reports were either neglect or self-neglect cases. Self-neglect was substantiated in 3,309 cases (44 percent) and neglect was substantiated in 1,686 cases (23 percent).
 - Forty percent (40 percent) of all APS victims live with a spouse or other relative.
 - Thirty percent (30 percent) of all victims live alone.
 - Twelve percent (12 percent) of substantiated reports were conducted on adults in nursing facilities.
 - Eight percent (8 percent) of substantiated reports were conducted on adults in assisted living facilities.
 - Three percent (3 percent) of substantiated reports were conducted adults in facilities operated by the Department of Mental Health, Mental Retardation, and Substance Services (DMHMRSAS).
 - Eight percent (8 percent) of substantiated reports were conducted in other settings. (The category "other" is not defined by the VACIS report.)
 - Local departments of social services filed 200 petitions for guardianship, 32 emergency orders, 34 commitments to state or private hospitals, 7 protective orders, 6 orders for medical services, and 2 orders to enjoin interference.
 - Over three thousand (3,036) annual reports by guardians were filed with local departments of social services.
 - Over two hundred (236) adults were identified as needing but having no guardian appointed.
- * Statistics are from the Department of Social Services' automated database or from the Annual Adult Services Survey and reflect data for the state fiscal year ending June 30, 2005.*

Report suspected abuse, neglect, or exploitation of incapacitated and elderly adults to APS
at your local DSS or call the 24-hour, toll-free hotline in Virginia at

1.888.832.3858

When calling the hotline from the Richmond area or out-of-state, please call **804.371.0896**.

VIRGINIA CAREGIVERS GRANT PROGRAM

BACKGROUND

The 1999 Virginia General Assembly passed legislation to establish the Virginia Caregivers Grant Program (CGP). The *Code of Virginia*, Chapter 22, §§ 63.2-2200 through 2204, provides for an annual grant up to \$500 for persons who care for a relative with a mental or physical impairment. This program is a means of recognizing and assisting caregivers who provide unreimbursed care to a needy relative on a regular basis.

ELIGIBILITY

Both the caregiver and the relative to whom care is being given must meet certain eligibility requirements.

The Caregiver Must:

1. Provide unreimbursed care for a relative who has a mental or physical impairment;
2. Have an annual Virginia adjusted gross income of not more than \$50,000;
3. Provide care to the relative for more than one-half the calendar year; and
4. Reside in the Commonwealth of Virginia.

The Relative Receiving Care Must:

1. Require assistance with two or more activities of daily living (ADLs) as defined in the *Virginia Uniform Assessment Instrument User's Manual*, April 1998. These ADLs include:
 - ◆ Bathing
 - ◆ Dressing
 - ◆ Transferring
 - ◆ Bladder Continence
 - ◆ Eating/Feeding
 - ◆ Bowel Continence
 - ◆ Toileting
2. Require assistance for at least one-half the calendar year;
3. Not be receiving Medicaid-reimbursed long-term care services, except on a periodic or temporary basis; and
4. Reside in the Commonwealth of Virginia.

A physician must certify that the relative receiving care meets these criteria. The relative and the caregiver must be related by blood, marriage, or adoption.

A 24-hour, toll-free number (1-877-648-2817) is available to receive inquiries about the program. Requests for applications and specific questions about eligibility may also be addressed using this number.

GENERAL ACTIVITY

In 2005, close to 900 applications were received, including duplicate applications from caregivers who had applied more than once for the same relative. The duplicate applications were disqualified. There are currently 860 valid applicants in the 2005 database; 94 percent (811) of these applications were approved.

TABLE 13 - GENERAL ACTIVITY – FY 2005

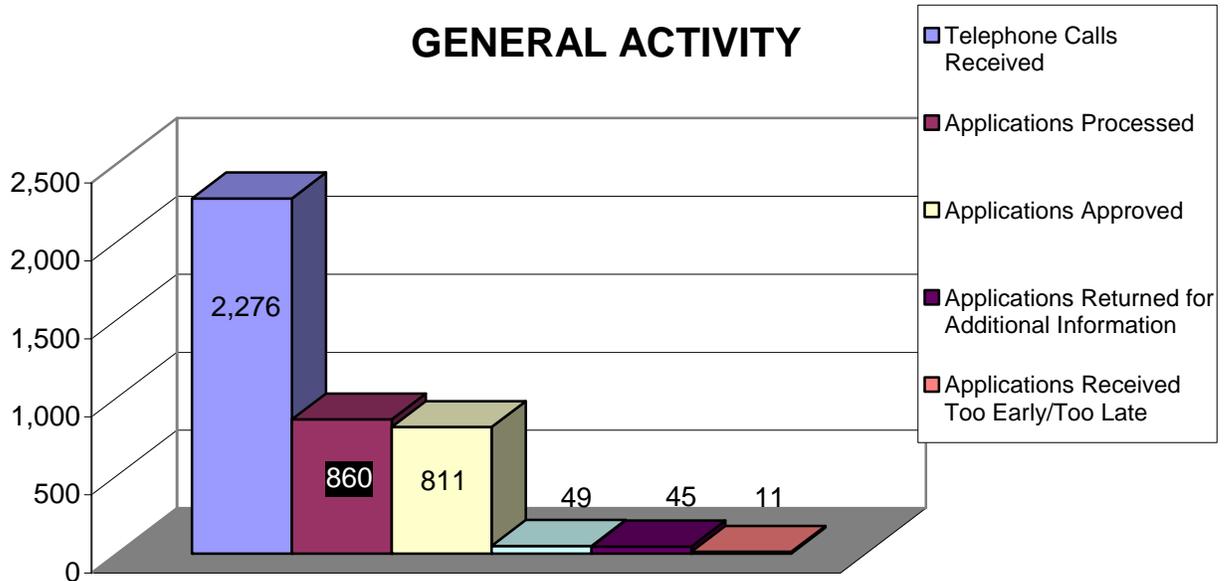
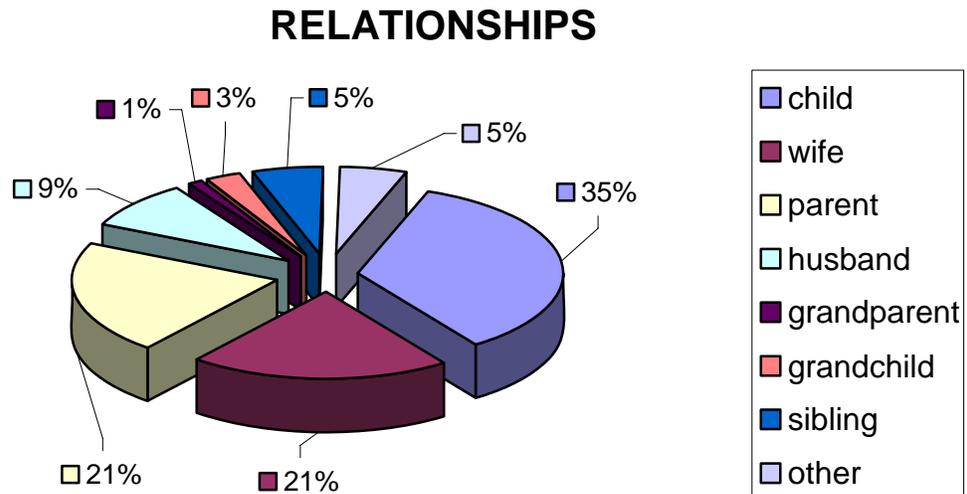


TABLE 14 – RELATIONSHIPS – FY 2005



Approximately 28 percent of the applications received were incomplete and required a telephone call and/or return of the application to the caregiver for additional information. After a second review, only 47 applications (5 percent) were denied.

Reasons for denial included:

- ◆ Application was not filed within the dates set out by the statute (too late or too early) (11);
- ◆ No ADLs were specified or physician’s certification regarding need for assistance with ADLs was not provided or did not comply with statute (12);
- ◆ The relationship between the caregiver and the relative did not comply with the statute (9);
- ◆ Income limits did not comply with statute and/or no income validation was provided (7);
- ◆ The length of time for care given to a relative did not comply with the statute (2);
- ◆ Other miscellaneous reasons for denial included: duplicate applications for the same relative, not a Virginia resident, living arrangements did not comply with statute, etc. (6).

TABLE 15 - REASONS FOR DENIAL – FY 2005

REASONS FOR DENIAL

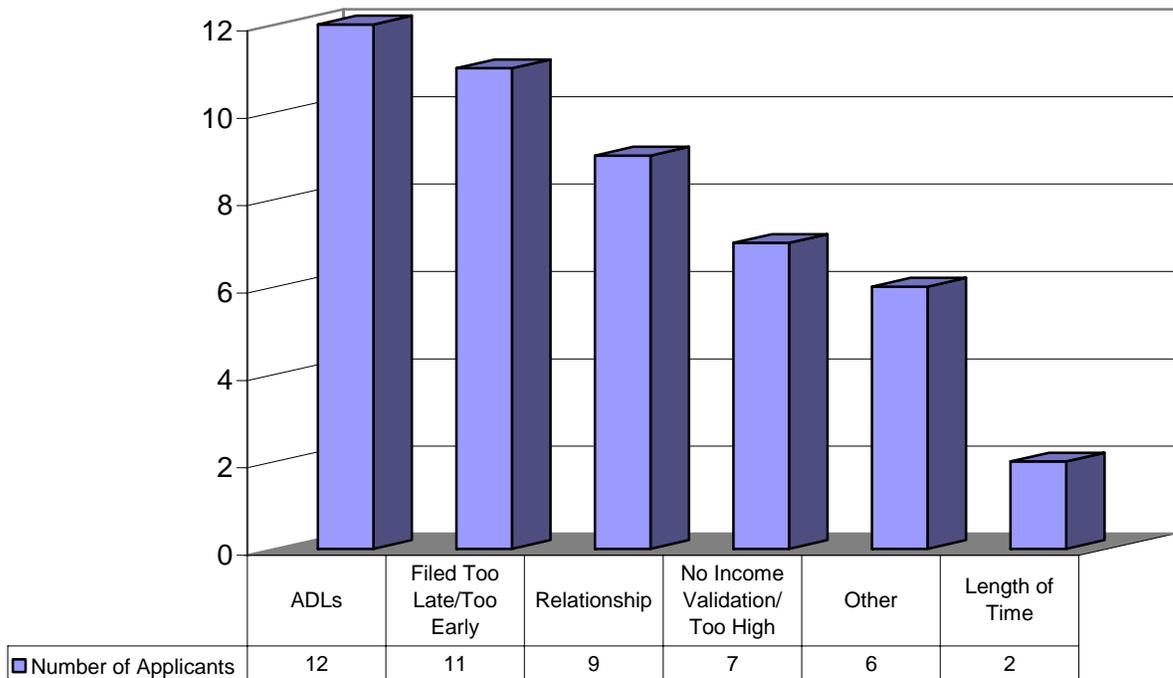
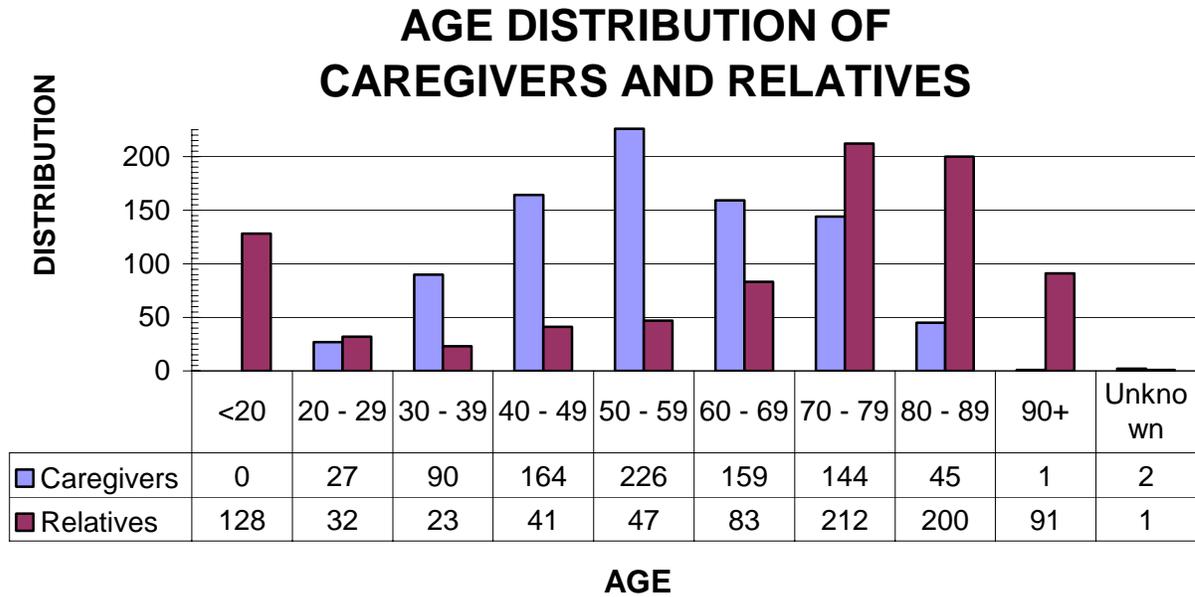


TABLE 16 - AGE OF CAREGIVERS AND RELATIVES

The age of the caregivers ranged from 21 to 90 years, with an average age of 56. The age of the relatives ranged from two to 108 years; the average age is 63.

CAREGIVERS										
	Unknown	0-20 years	20-29 years	30-39 years	40-49 years	50-59 years	60-69 years	70-79 years	80-89 years	90+ years
# of Persons	2	0	27	90	164	226	159	144	45	1
Percentage	<1%	0%	3%	10%	19%	26%	19%	17%	5%	<1%
RELATIVES										
	Unknown	0-20 years	20-29 years	30-39 years	40-49 years	50-59 years	60-69 years	70-79 years	80-89 years	90+ years
# of Persons	1	128	32	23	41	47	83	212	200	91
Percentage	<1%	15%	4%	3%	5%	5%	10%	25%	23%	11%

TABLE 17 - AGE DISTRIBUTION



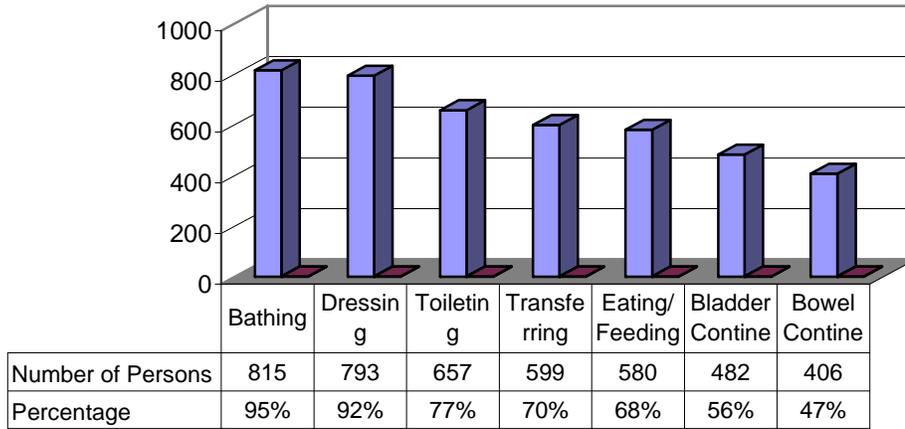
All approved applications required a physician’s certification of the need for assistance with two or more ADLs. Without this specification, the application was denied. The percentage of persons needing help with the specified activity is as follows:

*Total is greater than 858 because the eligibility criteria require certification of the need for assistance with two or more ADLs.

TABLE 18 - ANALYSIS OF ADLS

	Bathing	Dressing	Toileting	Transferring	Eating/Feeding	Bladder Contenance	Bowel Contenance
# of Persons*	815	793	657	599	580	482	406
Percentage	95%	92%	77%	70%	68%	56%	47%

ANALYSIS OF ADLS



The Virginia Department of Social Services accepts applications from February 1 through May 1 of each year, and the grants are awarded before December 31 of that year, if funds are made available. The awarding of any grant is dependent upon approval of funds by the General Assembly. By statute, the decisions of the Virginia Department of Social Services are final and not open to appeal.

Applications are available after January 1 of each year at local departments of social services, local area agencies on aging, local community services boards, at the DSS website, www.dss.virginia.gov, or by calling 1-877-648-2817, the 24-hour toll-free program information number. (A summary of the eligibility criteria, a sample application, and definitions for physicians are found at the end of this section.) Information packets containing the original legislation, eligibility requirements and multiple applications can be acquired by calling the 24-hour toll-free number.

<p>THE VIRGINIA CAREGIVERS GRANT PROGRAM</p> <p>24-hour toll-free number</p> <p>1-877-648-2817</p>

**VIRGINIA DEPARTMENT OF SOCIAL SERVICES
2005 VIRGINIA CAREGIVERS GRANT
PROGRAM APPLICATION**

**PLEASE DO NOT
WRITE IN THIS BOX.**

Virginia Caregivers Grant Program, authorized by Senate Bill 910 (1999), provides for an annual grant to caregivers who provide assistance to a relative with a mental or physical impairment. This is a yearly grant payment up to \$500, which will be paid on or before December 31, 2005, **if funds are appropriated by the General Assembly**. This application is for care that was provided to a relative in the year 2004. The grant is considered taxable income by the IRS and may be used at the caregiver's discretion. Both the caregiver and the relative receiving care must meet certain eligibility criteria, and a list of those requirements is attached to this application. **APPLICATIONS ARE ACCEPTED BETWEEN FEBRUARY 1 AND MAY 1 OF EACH YEAR FOR CARE PROVIDED IN THE PRECEDING CALENDAR YEAR.** Applications postmarked prior to February 1, 2005, and after May 1, 2005, will not be considered.

INSTRUCTIONS FOR COMPLETING THIS APPLICATION

There are four (4) sections to this application. **All questions MUST be answered for the application to be considered complete.** An incomplete application will disqualify you; applications will **NOT** be returned to you for correction. The caregiver and physician signatures **MUST BE ORIGINALS.** (Copies and/or faxed signatures will not be accepted.) If you need assistance in filling out this application, please contact your **LOCAL DEPARTMENT OF SOCIAL SERVICES** or your **LOCAL AREA AGENCY ON AGING**.

PLEASE PRINT ALL INFORMATION, EXCEPT YOUR SIGNATURE.

SECTION I: Information in this section pertains to the CAREGIVER.

Last Name:									
First Name:		Middle Initial:		Sex:					
Street Address:									
City:			State: VA	Zip Code:					
Area Code:	Telephone:		Birth Date:						
Social Security Number:									
How many months <u>in the year 2004</u> did you care for your relative?									
What is your relationship to the relative for whom you cared? Please check one of the following boxes.									
I am the:	Husband	<input type="checkbox"/>	Parent	<input type="checkbox"/>	Grandparent	<input type="checkbox"/>	Sister	<input type="checkbox"/>	Other: (Please specify)
	Wife	<input type="checkbox"/>	Child	<input type="checkbox"/>	Grandchild	<input type="checkbox"/>	Brother	<input type="checkbox"/>	

SECTION II: Information in this section pertains to the RELATIVE receiving

Last Name:					
First Name:		Middle Initial:		Sex:	
Street Address:					
City:			State: VA	Zip Code:	
Area Code:	Telephone:		Birth Date:		
Social Security Number:					

SECTION III: Information in this section must be provided by a PHYSICIAN.

Patient's Name:

Primary Diagnosis:

I certify that I have assessed the above-named individual and found him/her to need assistance with the following activities of daily living (ADLs) as checked below, in accordance with the relevant state regulations (see definitions attached.)

Bathing <input type="checkbox"/>	Dressing <input type="checkbox"/>	Bladder Continence <input type="checkbox"/>	Transferring <input type="checkbox"/>
Toileting <input type="checkbox"/>	Eating/Feeding <input type="checkbox"/>	Bowel Continence <input type="checkbox"/>	

Physician's **PRINTED** Name:

Physician's License #:

Physician's Telephone #:

Physician's Signature:

Date:

SECTION IV: This section provides certification about the accuracy of the application and the CAREGIVER'S SIGNATURE.**PLEASE READ STATEMENTS (1) THROUGH (7) BELOW, AND IF YOU AGREE, PUT A CHECKMARK IN THE BOX NEXT TO IT.**

- (1) I certify that I provided unreimbursed (unpaid) care to my relative for at least six (6) months in the year 2004.
- (2) I certify that both my relative and I are residents of the Commonwealth of Virginia.
- (3) I certify that the relative for whom I am caring is **NOT** receiving a Medicaid-reimbursed long-term care service, except on a periodic or temporary basis as defined on the attached page. (Please read definitions on attached page.)
- (4) I certify that my adjusted gross income for the year 2004 was less than \$50,000. (This refers to the **CAREGIVER'S** income.) To verify your income, please check box A or B below.

IF YOU HAVE NOT YET FILED YOUR 2004 INCOME TAX RETURN, PLEASE DO NOT SUBMIT THIS APPLICATION UNTIL A COPY OF YOUR TAX RETURN IS AVAILABLE. IF THE TAX INFORMATION IS NOT INCLUDED, YOUR APPLICATION WILL BE INCOMPLETE AND WILL NOT BE CONSIDERED.

- A. I have attached a copy of my Virginia Income Tax form for the year 2004. (This is the form you file with the Virginia Department of Taxation, **NOT** a W-2 form.)
- B. I did not file a Virginia tax return for the year 2004 and do not plan to do so.

If you checked box B above, please explain why you did not file a tax return by marking one of the four boxes below.

- I only receive Social Security benefits. Other: (please specify) _____
- I did not work in 2004. _____
- My income was too low to file. _____
- (5) I understand that the decision of the Virginia Department of Social Services (VDSS) regarding this grant is final and **not open to appeal.**
- (6) I agree to make available to VDSS, if requested, all relevant and applicable documents used to determine whether I meet the requirements for the receipt of this grant, and I agree that VDSS may use all relevant information relating to eligibility for the requested grant. I agree that the documentation submitted cannot be returned to me and remains the property of VDSS.
- (7) I understand that this application must be filled out completely and accurately, or it will not be considered. I understand that an extension of time cannot be granted, per Virginia statute.

Signature of Caregiver:

Date:

Send the completed application to
**VIRGINIA CAREGIVERS GRANT PROGRAM, VDSS Adult Services Program, 4th Floor, 7 North Eighth Street,
 Richmond, VA 23219.** If you have a question, call toll free 1-877-648-2817.

This application must be postmarked no earlier than February 1, 2005, and no later than May 1, 2005.

THE VIRGINIA CAREGIVERS GRANT PROGRAM

ELIGIBILITY REQUIREMENTS

THE CAREGIVER MUST:

1. Provide unreimbursed care for a relative who has a mental or physical impairment;
2. Have an annual Virginia adjusted gross income of not more than \$50,000;
3. Reside in the Commonwealth of Virginia; and
4. Provide care to the relative for more than half the calendar year.

Relevant documentation may be requested to verify eligibility.

THE RELATIVE RECEIVING CARE MUST:

1. Require assistance with two or more activities of daily living (ADLs);
2. Require assistance during more than half the calendar year;
3. Not be receiving Medicaid-reimbursed long-term care services, except on a periodic or temporary basis; and
4. Reside in the Commonwealth of Virginia.

➤ **A licensed physician must certify that these criteria are met.**

FILING DATES

- The General Assembly did not fund this program for 2002 and 2003.
- Applications will be accepted from **February 1, 2005**, through **May 1, 2005**.
- Applications will not be returned to you for additions or corrections.
- If you have not yet filed your income tax return, please **DO NOT** submit this application until a copy of your tax return is available.
- There is no appeal process, per Virginia statute.

For additional information, please call the Virginia Department of Social Services, Caregivers Grant Program toll-free number at **1-877-648-2817**.

HOW TO APPLY FOR A VIRGINIA CAREGIVERS GRANT

1. Read the eligibility requirements on the reverse side of this paper to determine if you qualify.
2. Be certain that both the caregiver and the relative meet ALL the criteria.
3. Fill in the blanks in Sections I, II, and IV on the application. Answer all the questions and check all the appropriate boxes. Do not leave any blanks. If you do not submit the required information, or if the application is incomplete, we will be unable to approve your application.
4. Attach a copy of your Virginia 2004 tax return, including a copy of your W-2 form.
 - a. If you have not yet filed your taxes, please do not submit the application until your taxes have been filed so that you can attach a copy.
 - b. If you are not required to file a tax return, please state the reason on page 2, section IV, question 4.
5. Take the application to your physician and ask him or her to complete Section III. (You may wish to provide him or her with a copy of the enclosed sheet entitled DEFINITIONS.)
6. Sign and date the application.
7. Both your signature and the doctor's signature **MUST** be an original signature. According to Virginia statute, we cannot accept faxed or photocopied signatures.
8. Mail the signed application, with your tax return attached, to:

Virginia Caregivers Grant Program
VDSS Adult Services Program
4th Floor, 7 North Eighth Street
Richmond, VA 23219
9. The application must be postmarked between February 1, 2005, and May 1, 2005. Applications that are submitted prior to February 1 or after May 1 will not be considered, according to Virginia statute.
10. If you have questions or need assistance completing the application, please call your local department of social service or your local area agency on aging. You may also call the Virginia Caregivers Grant 24-hour toll-free number at 1-877-648-2817. Please leave your name and telephone number, including the area code, and someone will call you back.

DEFINITIONS

MEDICAID-FUNDED LONG-TERM CARE SERVICES

Definitions for Question 3 in Section IV on the Virginia Caregivers Grant application.

The following list includes, but is not limited to, services that are defined as **Medicaid-reimbursed long-term care services**. If the relative for whom you care is receiving this type of service through Medicaid, other than on a periodic or temporary basis, the caregiver is not eligible for this grant. (The terms “**periodic**” and “**temporary**” are defined below.)

- Nursing Facility Services
- Assisted Living Facility Services
- Intermediate Care Facilities for Mentally Retarded
- Long-Stay Hospitals
- Home- and Community-Based Care Waivers (This includes the Elderly and Disabled Waiver, AIDS Waiver, Mental Retardation Waiver, Consumer-Directed Personal Attendant Services Waiver, Technology Assisted Waiver, and the Individual and Family Developmental Disabilities Support Waiver)
- Home Health Services
- Hospice Services
- Program of All-Inclusive Care for the Elderly (PACE)
- Intensive Rehabilitation Services

“**Periodic basis**” shall be defined as services received no more than twice per week. For example, a relative receiving care attends Medicaid-funded adult day care twice each week.

“**Temporary basis**” shall be defined as services received continuously for 30 days or less and occurring not more than once every three months. For example, a relative receiving care from a family caregiver requires Medicaid-funded personal care and rehabilitative services following a bone fracture that lasts for 3 weeks. In this case, the caregiver would continue to be eligible for the grant provided all other program criteria are met.

DEFINITIONS FOR USE BY PHYSICIAN

Definitions for Section III on the Virginia Caregivers Grant application.

“**Needs Help**” means whether or not the individual needs help (equipment or human assistance) to safely perform the activity.

“**Requiring assistance**,” for the purposes of the Virginia Caregivers Grant Program, means that an individual needs at least the assistance of another person (human help only) **OR** needs at least the assistance of another person and equipment or a device (mechanical help and human help) to safely complete the activity **OR** has the activity performed for him or her.

ADL Scoring Options for Bathing, Dressing, Toileting, Transferring, and Eating/Feeding. Please see policy for additional assessment information, including scoring options for the assessment of children. *The following scoring option does NOT meet the definition of requiring assistance.*

- **Mechanical Help Only** means the individual needs equipment or a device to complete the activity, but does not need assistance from another human (**d=semi-dependent**).
- **Human Help Only** means the individual needs help from another person, but does not need to use equipment in order to perform the activity. A need for human help exists when the individual is unable to complete an activity due to cognitive impairment, functional disability, physical health problems or safety. An unsafe situation exists when there currently is a negative consequence from not having help (e.g., falls, skin rash or breakdown, weight loss).

➤ **Supervision (Verbal Cues, Prompting).** The individual is able to perform the activity without hands-on assistance of another person, but must have another person present to prompt and/or remind him or her to safely perform the complete activity. This code should only be used when the only way the activity gets completed is through this supervision.

➤ **Physical Assistance (Set-Up, Hands-On Care).** Physical assistance means hands-on help by another human, including assistance with set-up of the activity.

Mechanical Help and Human Help means the individual needs equipment or a device and the assistance of another person to complete the activity (**D=Dependent**).

Performed by Others means another person completes the entire activity and the individual does not participate in the activity at all (**D=Dependent/Totally Dependent**).

Is Not Performed means that neither the individual nor another person performs the activity (**D=Dependent/Totally Dependent**).

ADL Scoring Options for Continence of Bowel

These three scoring options do NOT meet the criteria for requiring assistance for continence of bowel.

- **Does Not Need Help.** The individual voluntarily controls the elimination of feces (I=Independent).
- **Incontinent Less Than Weekly.** The individual has involuntary elimination of feces less than weekly (e.g., every other week) (**d=semi-dependent**).
- **Ostomy - Self-Care.** The individual has an artificial anus established by an opening into the colon (colostomy) or ileum (ileostomy) and he or she completely cares for the ostomy (**d=semi-dependent**).

***Incontinent Weekly or More.** The individual has involuntary elimination of feces at least once a week. Individuals who use pads or adult diapers and do not dispose of them should be coded here (**D=Dependent**).*

***Ostomy - Not Self-Care.** The individual has an artificial anus established by an opening into the colon (colostomy) or ileum (ileostomy) and another person cares for the ostomy: stoma and skin cleansing, dressing, application of appliance, irrigations, etc. (**D=Dependent/Totally Dependent**).*

ADL Scoring Options for Continence of Bladder

These three scoring options do NOT meet the criteria for requiring assistance with continence of bladder.

- **Does Not Need Help.** The individual voluntarily empties his or her bladder without help (I=Independent).
- **Incontinent Less Than Weekly.** The individual has involuntary emptying or loss of urine less than weekly. (**d=semi dependent**).
- **External/Indwelling Catheter or Ostomy - Self-Care.** The individual has a urosheath or condom with a receptacle attached to collect urine (external catheter); a hollow cylinder passed through the urethra into the bladder (internal catheter) or a surgical procedure that establishes an external opening into the ureter(s) (ostomy). The individual completely cares for urinary devices (changing the catheter or external device, irrigates as needed, empties and replaces the receptacle) and the skin surrounding the ostomy. Individuals who use pads or adult diapers and correctly dispose of them themselves should be coded here. (**d=semi-dependent**).

***Incontinent Weekly or More.** The individual has involuntary emptying or loss of urine at least once a week. Individuals who use pads or adult diapers and do not dispose of them should be coded here (**D=Dependent**).*

***External Device - Not Self-Care.** Individual has a urosheath or condom with a receptacle attached to collect urine. Another person cares for the individual's external device. This code should never be used with individuals who only use pads or adult diapers (**D=Dependent/Totally Dependent**).*

***Indwelling Catheter - Not Self-Care.** Individual has a hollow cylinder passed through the urethra into the bladder. Another person cares for the individual's indwelling catheter (**D=Dependent/Totally Dependent**).*

***Ostomy - Not Self Care.** Individual has a surgical procedure that establishes an external opening into the ureter(s). Another person cares for the individual's ostomy (**D=Dependent/Totally Dependent**).*

(Revised 11/7/2001)

THE AUXILIARY GRANT PROGRAM

An Auxiliary Grant (AG) is a supplement to income for recipients of Supplemental Security Income (SSI) and certain other aged, blind, or disabled individuals residing in an assisted living facility or in adult foster care. This assistance is available from local departments of social services to ensure that recipients are able to maintain a standard of living that meets a basic level of need. It is funded with 80 percent state money and 20 percent local money and is administered by the Virginia Department of Social Services. The maximum rate is determined by the Virginia General Assembly and is adjusted periodically.

The AG program is specifically for individuals who reside in assisted living facilities licensed by the Virginia Department of Social Services, Division of Licensing Programs, or in adult foster care homes approved by the local department of social services. Not all assisted living facilities or adult foster care homes accept the Auxiliary Grant.

There are two levels of care provided in assisted living facilities (ALF), residential and assisted living. Individuals meeting the residential level of care require minimal assistance with activities of daily living such as bathing, dressing, eating, transferring, toileting, and bowel and bladder continence, or need assistance with medication management. Individuals who need the assisted living level of care require assistance with more activities of daily living or are dependent in behavior.

As of October 2005, there were 34,025 licensed assisted living facility beds in Virginia, located in 606 licensed facilities. Of these, 6,275 or 18 percent of the assisted living facility beds were for residents who received AG.

How is eligibility determined?

To receive assistance from the AG program, an individual must file an application with and have his eligibility determined by the local department of social services in the locality where the individual has residence. Residence for AG eligibility is determined by the city or county within Virginia where the person last lived outside of an institution or adult foster care home. Any records or statements can be used to determine residency. If residency cannot be determined or the individual is from out-of-state, residency is where the individual is living at the time of application.

To be eligible for AG in Virginia, an individual must meet all of the following:

- ◆ Be 65 or over, or be blind, or be disabled,
- ◆ Reside in a licensed assisted living facility or approved adult foster care home,
- ◆ Be a citizen of the United States or an alien who meets specified criteria,
- ◆ Have countable income less than the total of the AG rate approved for the assisted living facility plus the personal needs allowance,

- ◆ Have non-exempted resources less than \$2,000 for one person or \$3,000 for a couple* and,
- ◆ Have been assessed and determined to need assisted living facility care or adult foster care placement.

* *These figures are current, but are subject to change. Contact the eligibility division of your local department of social services for current information.*

The local department of social services pays AG benefits when recipient eligibility has been established. Checks are mailed directly to the recipient or a payee who pays the assisted living facility for services provided.

TABLE 19 – Auxiliary Grant Rate

MONTHLY AUXILIARY GRANT RATES 2001-2005									
	11/01	1/02	9/02	1/03	7/03	1/04	10/04	1/05	7/05
ALF Rate	\$815	\$833	\$833	\$841	\$854	\$866	\$894	\$909	\$944
AFC Rate	\$508	\$508	\$573	\$581	\$854	\$866	\$894	\$909	\$944
Planning District 8*	Not Available	\$958	\$958	\$966	\$982	\$996	\$1028	\$1045	\$1086

ALF = Assisted Living Facility; AFC = Adult Foster Care

*Planning District 8 includes Arlington, Alexandria, Fairfax City and County, Falls Church, Loudoun County, Prince William County, Manassas City and Manassas Park.

What is covered under the Auxiliary Grant?

Room And Board:

- ◆ Provision of a furnished room in a facility that meets applicable building and fire safety codes,
- ◆ Housekeeping services based on the needs of the resident,
- ◆ Meals and snacks, including extra portions and special diets,
- ◆ Clean bed linens and towels as needed by the resident and at least once a week.

Maintenance and Care:

- ◆ Minimal assistance with personal hygiene including bathing, dressing, oral hygiene, hair grooming and shampooing, care of clothing, shaving, care of toenails and fingernails, arranging for haircuts as needed, and care of needs associated with menstruation or occasional bladder or bowel incontinence,
- ◆ Medication administration as required by licensing regulations including insulin injections,

- ◆ Provision of generic personal toiletries including soap and toilet paper,
- ◆ Minimal assistance with the following: care of personal possessions, care of personal funds if requested by the recipient and residence policy allows it, use of telephone, arranging transportation, obtaining necessary personal items and clothing, making and keeping appointments, and correspondence,
- ◆ Securing health care and transportation when needed for medical treatment,
- ◆ Providing social and recreational activities as required by licensing regulations,
- ◆ General supervision for safety

To apply for an Auxiliary Grant and to obtain current payment levels, please contact the local department of social services in the city or county where the individual lives. An assisted living facility provider interested in participating in the Auxiliary Grant (AG) program should contact the Virginia Department of Social Services, Division of Finance, 7 North Eighth Street, Richmond, VA 23219-1849 (telephone 804-726-7252).

Table 20 -- Auxiliary Grant Expenditures and Case Counts

AUXILIARY GRANT EXPENDITURES AND CASE COUNTS					
		Aged	Disabled	Blind	Total
FY 01	Total Expenditures	\$10,673,314	\$13,625,950	\$ 57,996	\$24,657,259
	Monthly Average	\$ 889,443	\$ 1,160,496	\$ 4,833	\$ 2,054,772
	Total # Payments	36,458	44,328	199	80,985
	Average # Cases	3,038	3,694	17	6,749
FY 02	Total Expenditures	\$10,342,606	\$13,700,149	\$ 61,596	\$24,104,352
	Monthly Average	\$ 861,884	\$ 1,141,679	\$ 5,133	\$ 2,008,696
	Total # Payments	36,384	43,178	197	79,759
	Average # Cases	3,032	3,598	16	6,646
FY 03	Total Expenditures	\$ 9,927,129	\$13,537,982	\$ 52,663	\$23,517,774
	Monthly Average	\$ 827,261	\$ 1,128,165	\$ 4,389	\$ 1,959,815
	Total # Payments	35,243	43,453	166	78,862
	Average # Cases	2,937	3,621	14	6,572
FY04	Total Expenditures	\$ 9,816,491	\$14,079,267	\$ 51,169	\$23, 946,927
	Monthly Average	\$ 818,041	\$ 1,173,272	\$ 4,264	\$ 1,995,577
	Total # Payments	33,291	42,961	151	76,403
	Average # Cases	2,774	3,580	13	6,367
FY05	Total Expenditures	\$ 9,679,337	\$14,847,654	\$ 56,217	\$24,583,208
	Monthly Average	\$ 806,611	\$ 1,237,305	\$ 4,685	\$ 2,048,601
	Total # Payments	32,062	43,070	167	75,299
	Average # Cases	2,672	3,589	14	6,275

APPENDIX A: ADULT SERVICES STAFF

NORTHERN AREA (N=40)		EASTERN AREA (N=40)		WESTERN AREA (N=40)	
<p>David Stasko 170 West Shirley Avenue Suite 200 Warrenton, VA 22186 ☎ 540-347-6313 FAX: 540-347-6331</p>	<p>Barbara Jenkins 1604 Santa Rosa Road Richmond, VA 23229 ☎ 804-662-9783 FAX: 804-662-7023</p>	<p>VACANT Pembroke Office Park, Pembroke IV, Suite 300 Virginia Beach, VA 23462-5496 ☎ 757-491-3980 FAX: 757-552-1832</p>	<p>Sandra Coffey 1604 Santa Rosa Road ☎ 804-662-9784 FAX: 804-662-7023</p>	<p>Carol McCray 190 Patton Street Abingdon, VA 24210 ☎ 276-676-5636 FAX: 276-676-5621</p>	<p>Bill Parcell 210 Church Avenue, S.W. Commonwealth of VA Building Suite 100 Roanoke, VA 24011-1524 ☎ 540-483-6856 FAX: 540-483-6851</p>
<p>Counties Arlington (013) 8 Clarke (043) 7 Culpeper (047) 9 Fairfax (059)/ Fairfax City (600)/ Falls Church (610) 8 Fauquier (061) 9 Frederick (069) 7 Highland (091) 6 Loudoun (107) 8 Madison (113) 9 Page (139) 7 Prince William (153) 8 Rappahannock (157) 9 Rockingham (165)/ Harrisonburg (660) 6 Shenandoah (171) 7 Shenandoah Valley: Staunton*(790)/ Augusta (015)/ Waynesboro (820)6 Warren (187) 7 Cities Alexandria (510) 8 Manassas City (683) 8 Manassas Park (685) 8 Winchester (840) 7</p>	<p>Counties Albemarle (003) 10 Caroline (033) 16 Chesterfield (041)/ Colonial Heights*(570) 15 Fluvanna (065) 10 Goochland (075) 15 Greene (079) 10 Hanover (085) 15 Henrico (087) 15 King George (099) 16 Louisa (109) 10 Nelson (125) 10 Orange (137) 9 Powhatan (145) 15 Spotsylvania (177) 16 Stafford (179) 16 Cities Charlottesville (540) 10 Fredericksburg (630) 16 Hopewell (670) 19 Petersburg (730) 19 Richmond (760) 15</p>	<p>Counties Accomack (001) 22 Brunswick (025) 13 Dinwiddie (053) 19 Greensville (081)/ Emporia (595) 19 Isle of Wight (093) 23 James City (095) 23 Northampton (131) 22 Southampton (175) 23 Surry (181) 19 Sussex (183) 19 Cities Chesapeake (550) 23 Franklin City (620) 23 Hampton (650) 23 Newport News (700) 23 Norfolk (710) 23 Portsmouth (740) 23 Suffolk (800) 23 Virginia Beach (810) 23 Williamsburg (830) 23 York (199)/ Poquoson (735) 23</p>	<p>Counties Amelia (007) 14 Charles City (036) 15 Charlotte (037) 14 Cumberland (049) 14 Essex (057) 18 Gloucester (073) 18 King and Queen (097) 18 King William (101) 18 Lancaster (103) 17 Lunenburg (111) 14 Matthews (115) 18 Mecklenburg (117) 13 Middlesex (119) 18 New Kent (127) 15 Northumberland (133) 17 Nottoway (135) 14 Prince Edward (147) 14 Prince George (149) 19 Richmond County (159) 17 Westmoreland (193) 17</p>	<p>Counties Bland (021) 3 Buchanan (027) 2 Carroll (035) 3 Dickenson (051) 2 Floyd (063) 4 Giles (071) 4 Grayson (077) 3 Lee (105) 1 Montgomery (121)4 Pulaski (155) 4 Russell (167) 2 Scott (169) 1 Smyth (173) 3 Tazewell (185) 2 Washington (191) 3 Wise (195) 1 Wythe (197) 3 Cities Bristol (520) 3 Galax (640) 3 Norton (720) 1 Radford (750) 4</p>	<p>Counties Alleghany005)/ Covington*(580)5/ Clifton Forge (560) 5 Amherst (009) 11 Appomattox (011) 11 Bath (017) 6 Bedford (019)/Bedford City (515) 11 Botetourt (023) 5 Buckingham (029) 14 Campbell (031) 11 Craig (045) 5 Franklin County (067) 12 Halifax (083)/ South Boston (780) 13 Henry (089)/ Martinsville (690) 12 Patrick (141) 12 Pittsylvania (143) 12 Roanoke Co. (161)/Salem (775) 5 Rockbridge (163)/ Buena Vista *(530)/ Lexington* (678) 6 Cities Danville (590) 12 Lynchburg (680) 11 Roanoke (770) 5</p>

*The number in parentheses following locality name is the FIPS code; the number following the FIPS code is for the Planning District in which the locality is located. *City DSS associated with county DSS, but have separate budgets. There are 120 local departments of social services.*

APPENDIX B: ADULT SERVICES CODE CITATIONS

VIRGINIA DEPARTMENT OF SOCIAL SERVICES **ADULT SERVICES CODE CITATIONS - Revised 7-05**

All VDSS PROGRAMS

63.2-100	Social Services Definitions
63.2-101	Allowing access to records and information for public assistance programs; penalty
63.2-104	Confidential records and information concerning social services; penalty
63.2-219	Establishment of entrance and performance standards for Social Workers
63.2-318	Payment of legal fees and expenses for certain local department employees
2.2-3700	Virginia Freedom of Information Act.
2.2-3800	Government Data Collection and Dissemination Practices Act [formally the Privacy Protection Act].
2.2-3806	Rights of Data Subjects
54.1-3700	Social work definitions for licensure.

ADULT SERVICES

63.2-800	Auxiliary Grants (AG); administration of program
63.2-1600	Home-based services
63.2-1601	Authority to provide adult foster home services.
63.2-1602	Other adult services
63.2-1602.1	Appeal to Commissioner regarding home-based and adult foster care services
63.2-1612	Responsibilities of Department: domestic violence prevention and services
63.2-1804	Uniform Assessment Instrument (UAI).
63.2-2200	Definitions for Caregiver grants
63.2-2201	Caregivers Grant
32.1-330	Preadmission screening required.
37.2-504	Community services board; local government departments; powers and duties.
37.2-505	Coordination of services for preadmission screening and discharge planning.
37.2-605	Behavioral health authorities; powers and duties
37.2-837	Discharge from state hospitals or training centers, conditional release, and trial or home visits for consumers

- 37.2-838 Discharge of persons from a licensed hospital**
37.2-843 Providing drugs or medicines for certain persons discharged from state facilities

ADULT PROTECTIVE SERVICES

- 63.2-1603 Protection of aged or incapacitated adults; definitions.
63.2-1604 Establishment of Adult Protective Services Unit: powers and duties.
63.2-1605 Protective services for adults by local departments.
63.2-1606 Protection of aged or incapacitated adults; mandated and voluntary reporting; penalty for failure to report.
63.2-1607 [Repealed]
63.2-1608 Involuntary adult protective services.
63.2-1609 Emergency order for adult protective services.
63.2-1610 Voluntary adult protective services.
18.2-67.10 Definition of Sexual abuse used in 63.2-1606.
18.2-369 Abuse and exploitation of incapacitated adults - criminal penalty.
18.2-386.1 Unlawful filming, videotaping or photographing of another; penalty
[Code cite used in 63.2-1605]
32.1-111.5. Certification and recertification of emergency medical services personnel. [Code cite used in 63.2-1606]
32.1-127.1:03 Patient Health Records Privacy. (Release to APS)
37.2-427 Mistreatment of consumers in hospital or training center
37.2-1018 Discovery of information and records regarding actions of certain agents and attorneys-in-fact
2.2-3705(3) Exclusions from FOIA (APS records)
54.1-2400.1. Mental health service providers; duty to protect third parties; immunity. [Code cite used in 63.2-1606]
54.1-2503. Boards within Department (of Health Professions) [Code cite used in 63.2-1606]
54.1-2966.1 Physician report disabilities of driver
46.2-322 Examination of licensee believed incompetent (non-disclosure of reporter identity if relative or physician)

NURSING HOMES

- 32.1-123 Definitions (of Nursing Homes) [Code cite used in 63.2-1606]
32.1-126.01 Employment for compensation of persons convicted of certain offenses prohibited; criminal records check required; suspension or revocation of license.
32.1-127 Regulations (requires APS reporting training for NH staff)
32.1-138 Rights and responsibilities of residents in a Nursing Home
32.1-138.1 Implementation of transfer and discharge policies (NHs)

32.1-138.2	Certain contracts and provisions prohibited. (Medicare & Medicaid).
32.1-138.3	Third party guarantor prohibition.
32.1-138.4	Retaliation or discrimination against complainants. (NHs)
32.1-138.5	Confidentiality of complainant's identity. (NHs)

ASSISTED LIVING FACILITIES

63.2-1800	Licensure requirements
63.2-1801	Access to ALFs by CSBs
63.2-1802	Safe, secure environments for residents with serious cognitive impairments
63.2-1803	Staffing of ALFs (disclosure of staffing, services provided & hours)
63.2-1805	Admissions & Discharges
63.2-1729	Confidentiality of complainant's identity. (ALFs)
63.2-1730	Retaliation or discrimination against complainants. (ALFs)
63.2-1731	Retaliation against reports of child or adult abuse or neglect
63.2-1808	Rights and responsibilities of residents in Assisted Living Facilities

HEALTH CARE DECISIONS

54.1-2981	Short title.
54.1-2982	Definitions.
54.1-2983	Procedure for making advance directive; notice to physician.
54.1-2984	Suggested form of written advance directive.
54.1-2985	Revocation of an advance directive.
54.1-2986	Procedure in absence of an advance directive; no presumption; persons who may authorize treatment for patients incapable of informed decisions; applicability restricted to non-protesting patients.
54.1-2987	Transfer of patient by physician who refuses to comply with an
54.1-2987.1	Durable Do Not Resuscitate Orders.
54.1-2988	Immunity from liability; burden of proof; presumption.
54.1-2989	Willful destruction, concealment, etc., of declaration or revocation; penalties.
54.1-2990	Medically unnecessary treatment not required; mercy killing or euthanasia prohibited.
54.1-2991	Effect of declaration; suicide; insurance; declarations executed prior to effective date.
54.1-2992	Preservation of existing rights.
54.1-2993	Reciprocity.

JUDICIAL AUTHORIZATION OF TREATMENT

37.2-1100	Definitions.
37.2-1101	Judicial authorization of treatment
37.2-1102	Certain actions may not be authorized
37.2-1103	Emergency custody orders for adult persons who are incapable of making an informed decision as a result of physical injury or illness
37.2-1104	Temporary detention in hospital for testing, observation or treatment
37.2-1105	Appeal from order
37.2-1106	When health professional or licensed hospital not liable
37.2-1107	Fees and expenses
37.2-1108	Effect of chapter on other laws

POWER OF ATTORNEY

11-9.1	Power of attorney not terminated by principal's disability.
11-9.2	Powers of attorney not revoked, prior to their termination date, until actual notice of death or disability.
11-9.4	Contingent powers of attorney
11-9.5	Gifts under a POA
11-9.6	Certain duties of attorneys-in-fact and agents empowered to act under 11-9.1 (Release of information at request of APS/others, also after death of grantor)

VOLUNTARY ADMISSION

37.2-805	Voluntary admission.
37.2-806	Judicial certification of eligibility for admission of persons with mental retardation.

INVOLUNTARY DETENTION / ADMISSION

37.2-431	Contriving or conspiring to maliciously obtain admission of person
37.2-808	Emergency custody; issuance and execution of order
37.2-809	Involuntary temporary detention; issuance and execution of order
37.2-810	Transportation of person in the temporary detention process.
37.2-814	Commitment hearing for involuntary admission; written explanation; right to counsel; rights of petitioner
37.2-815	Commitment hearing for involuntary admission; examination required

37.2-816	Commitment hearing for involuntary admission; preadmission screening report
37.2-817	Involuntary admission and outpatient treatment orders
37.2-825	Admission raises no presumption of legal incapacity
37.2-829	Transportation of person in civil admission process
37.2-1029	Department to be notified in certain cases
37.2-400	Rights of consumers
54.1-2970	Medical treatment for certain persons incompetent to give informed consent.

GUARDIANSHIP & CONSERVATORSHIP

37.2-1000	Definitions
37.2-1001	Filing of petition; jurisdiction; instructions to be provided
37.2-1002	Who may file petition; contents
37.2-1003	Appointment of guardian ad litem
37.2-1004	Notice of hearing; jurisdictional
37.2-1005	Evaluation report
37.2-1006	Counsel for respondent
37.2-1007	Hearing on petition to appoint
37.2-1009	Court order of appointment; limited guardianships and
37.2-1010	Eligibility for public guardian or conservator
37.2-1011	Qualification of guardian or conservator; clerk to record order and issue certificate; reliance on certificate
37.2-1012	Petition for restoration, modification or termination; effects
37.2-1013	Standby guardianship or conservatorship for incapacitated persons
37.2-1014	Clerk to index findings of incapacity or restoration; notice to
37.2-1014	When no guardian or conservator appointed within one month of adjudication
37.2-1016	Trustees for incapacitated ex-service persons and their beneficiaries
37.2-1017	Payments from U.S. Department of Veterans Affairs
19.2-159	Determination of indigency; guidelines; statement of indigence; appointment of counsel.
19.2-159.1	Interrogation by court.
19.2-160	Appointment of counsel: waiver of rights.
19.2-161	Penalty for false swearing with regard to statement of indigence.
19.2-163	Compensation of court-appointed counsel.

POWERS & DUTIES OF GUARDIANS / CONSERVATORS

37.2-1019	Taking of bond by clerk of court
37.2-1020	Duties and powers of guardian
37.2-1021	Annual reports by guardians
37.2-1022	General duties and liabilities of conservator

37.2-1023	Management powers and duties of conservator
37.2-1024	Estate planning
37.2-1025	Taking possession of incapacitated person's estate and suits relative thereto; retaining for his own debt
37.2-1026	Fiduciary to prosecute and defend
37.2-1027	Surrender of incapacitated person's estate
37.2-1028	Surrender of incapacitated person's estate not limited by provisions relating to expenses
37.2-1029	Department to be notified in certain cases
26-12.	Inventories to be filed with commissioners.
26-12.1.	Forms for inventories.
26-12.2.	When inventory and settlement not required
26-12.3.	Waiver of inventory and settlement for certain estates
26-13.	Enforcing filing of such inventories.
26-17.4	Guardians, curators, committees, trustees under 37.1-134 and receivers under 55-44. (Reporting to the Commissioner of Accounts).
26-17.5	Personal representatives.
26-17.10	Miscellaneous (Other reporting requirements-SSA, SSI, VA)
26-18	Failure to make settlement; enforcement. Quarterly listing of delinquent accounts.
26-20	Exhibition of accounts when sum does not exceed certain amount (\$15,000)
26-20.1	Statement in lieu of settlement of accounts by personal representative or representatives in certain circumstances.
26-59	Nonresident fiduciary.
46.2-604	Contents of registration card and certificate; vehicle color data; notation of certain disabled owners.
46.2-731	Disabled parking license plates; owners of vehicles specially equipped and used to transport persons with disabilities; fees.

VIRGINIA PUBLIC GUARDIAN AND CONSERVATOR PROGRAM

2.2-711	Policy statement.
2.2-712	Powers and duties of the Department (Aging).
2.2-713	Minimum requirements for local programs; authority
2.2-2411	Public Guardian and Conservator Advisory Board created; duties; membership; terms.
2.2-2412	Powers and duties of the Board

DOMESTIC VIOLENCE SERVICES

63.2-1611	Policy of Commonwealth; Department designated agency to coordinate state efforts
63.2-1613	Responsibilities of local departments
16.1-228	Definitions for DV
16.1-241	Juvenile and domestic relations.

16.1-243	Venue.
16.1-253	Preliminary protective order.
16.1-253.1	Preliminary protective order in cases of family abuse.
16.1-253.2	Violation of provisions of protective order.
16.1-253.4	Emergency protective order authorized in certain cases
16.1-260.	Intake; petition; investigation.
16.1-279.1	Protective order in cases of family abuse.
17.1-272	Process and service fees generally (No fees for DV actions).
18.2-57.2	Assault and battery against family or household member.
18.2-57.3	Person charged with first offense of assault & battery against a family or household member
18.2-60	Threats of death or bodily injury to a person or member of his family; threats to commit serious bodily harm to persons on school property; penalty.
18.2-60.3	Stalking; penalty.
18.2-60.4	Violation of stalking protective orders; penalty
18.2-61	Criminal sexual assault - rape.
18.2-67.2:1	Marital sexual assault
18.2-67.3.	Aggravated sexual battery
18.2-67.4	Sexual Battery
19.2-81	Arrest without warrant authorized in certain cases
19.2-81.3	Arrest without a warrant authorized in cases of assault and battery against a family or household member.

MEDICAID FRAUD

32.1-310	Declaration of purpose; authority to audit records.
32.1-312	Fraudulently obtaining excess or attempting to obtain excess benefits or payments.
32.1-317	Collecting excess payment for services; charging, soliciting, accepting or receiving certain consideration as precondition for admittance to facility or requirement for continued stay; penalty.
32.1-318	Knowing failure to deposit, transfer or maintain patient trust funds in separate account; penalty.
32.1-320	Duties of Attorney General; medical services providers audit and investigation unit.
32.1-321	Prosecution of cases.

OTHER

2.2-110	Officers of Commonwealth and its institutions to make reports to Governor.
2.2-109	Required appearances by officers.
2.2-111	Suits, actions, etc., by Governor.
2.2-700	Department for the Aging.
2.2-704	Ombudsman Program

2.2-716	Establishes Respite Care Grant Program
6.1-70	Payment of balance of deceased person or person under disability to personal representative, committee, etc. (\$15,000)
6.1-71	Payment of small balance to distributees or other persons (\$15,000)
6.1-332.1	Limited access to safe deposit box
15.2-2291	Group homes of eight or fewer; single-family homes
15.2-901	Locality may provide for removal or disposal of trash, cutting grass
15.2-905.	Authority to restrict keeping of inoperable motor vehicles, etc., on residential or commercial property in certain localities; removal of such vehicles.
17.1-266	Services rendered in Commonwealth cases (No Fees).
32.1-125.4	Retaliation or discrimination against complainants (Hospitals)
32.1-125.5	Confidentiality of complainants identity (Hospitals)
37.2-423	Office created; appointment of Inspector General for Mental Health, Mental Retardation and Substance Abuse Services.
51.5-39.1	Office of Protection and Advocacy
63.2-2004	Donations of Professional Services
64.1-136.1	Funeral expenses

ALL STATUTES CAN BE FOUND AT THE GENERAL ASSEMBLY WEB SITE:

<http://legis.state.va.us/Laws/CodeofVa.htm>

Citation in **bold** denote new citations or citation amended by the General Assembly in 2004.

TITLE 63.2.

Subtitle I: General Provisions Relating to Social Services

- Chapter 1: General provisions
- Chapter 2: State Social Services
- Chapter 3: Local Social Services
- Chapter 4: Funding of Public Assistance and Social Services

Subtitle II: Public Assistance

- Chapter 5: General Provisions
- Chapter 6: TANF
- Chapter 7: Economic Employment Improvement Program for Disadvantaged Persons
- Chapter 8: Other Grants of Public Assistance

Subtitle III: Social Services Programs

- Chapter 9: Foster Care
- Chapter 10: Interstate Compact on Placement of Children
- Chapter 11: Implementation of Interstate Compact
- Chapter 12: Adoption
- Chapter 13: Adoption assistance for Children with Special Needs

Chapter 14: Uniform Act on adoption and Medical assistance
Chapter 15: Child abuse and Neglect
Chapter 16: Adult Services

Subtitle IV: Licensure

Chapter 17: Licensure and Registration Process
Chapter 18: Facilities and Programs

Subtitle V: Administrative Child Support

Chapter 19 Child support Enforcement

Subtitle VI: Grants Programs and Funds

Chapter 20: Neighborhood Assistance Act
Chapter 21: Family and Children's Trust fund
Chapter 22: Virginia Caregivers Grant Program

APPENDIX C: ADULT SERVICES PROGRAM CONTACTS

7 North Eighth Street
Richmond, VA 23219
Telephone: 804-726-7533
Facsimile: 804-726-7895

Gail Shea Nardi, Program Manager Adult Services/Adult Protective Services 804-726-7537 gail.nardi@dss.virginia.gov	
<u>HOME OFFICE STAFF</u>	
Venus Bryant Administrative Assistant 804-726-7511 venus.bryant@dss.virginia.gov	Tishaun Harris-Ugworji Adult Services/Adult Protective Services 804-726-7560 tishaun.harrisugworji@dss.virginia.gov
<u>ADULT SERVICES AREA STAFF</u>	
Sandra Coffey 1604 Santa Rosa Road Richmond, VA 23229 ☎ 804-662-9784 FAX: 804-662-7023 sandra.coffey@dss.virginia.gov	Bill Parcell 210 Church Avenue, S.W. Commonwealth of VA Building, Suite 100 Roanoke, VA 24011-1524 ☎ 540-483-6856 FAX: 540-483-6851 William.parcell@dss.virginia.gov
Barbara Jenkins 1604 Santa Rosa Road Richmond, VA 23229 ☎ 804-662-9783 FAX: 804-662-7023 Barbara.jenkins@dss.virginia.gov	David Stasko 170 West Shirley Avenue, Suite 200 Warrenton, VA 22186 ☎ 540-347-6313 FAX: 540-347-6331 David.stasko@dss.virginia.gov
Carol McCray 190 Patton Street Abingdon, VA 24210 ☎ 276-676-5636 FAX: 276-676-5621 carol.mccray@dss.virginia.gov	

CONTACT INFORMATION

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

7 North Eighth Street, Richmond, VA 23219
Anthony Conyers, Jr., Commissioner: 804-726-7011
Carolynne Stevens, Division Director, Division of Licensing Programs: 804-726-7156
Gail S. Nardi, Manager, Adult Services Program: 804-726-7537

VIRGINIA ADULT PROTECTIVE SERVICES (APS) HOTLINE

1-888-83ADULT (1-888-832-3858)

VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

600 East Broad Street, Suite 1300, Richmond, VA 23219
Patrick Finnerty, Director: 804-786-7933
Cindy B. Jones, Deputy Director: 804-786-7933
Terry A. Smith, Long-Term Care Division Director: 804-371-8490
Melissa Fritzman, Program Supervisor, Long-Term Care Section: 804-225-4222
Jeff Beard, Program Supervisor, Community-Based Care Section: 804-786-1465

VIRGINIA DEPARTMENT FOR THE AGING

1610 Forest Avenue, Suite 100, Richmond, VA 23229
Toll-Free: 1-800-552-3402 (Voice/TTY); Phone: 804-662-9333; Fax: 804-662-9354
E-mail: aging@vda.virginia.gov
Jay DeBoer, Commissioner: 804-662-9333 or 1-800-552-3402

OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN

24 East Cary Street, Suite 100, Richmond, Virginia 23219
Telephone: 804-565-1600; Fax: 804-644-5640
Email: gshirley@thev4a.org
Joani Latimer, State Ombudsman: 804-644-2804
Gail Shirley, Assistant State Ombudsman

VIRGINIA DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION AND SUBSTANCE ABUSE SERVICES

109 Governor Street, Richmond, VA 23219
Martha Adams, MR Medicaid Resource Director: 804-786-5850

VIRGINIA DEPARTMENT OF HEALTH

Center for Quality Health Care Services and Consumer Protection, 3600 Centre,
Suite 216, 3600 West Broad Street, Richmond, VA 23230
Nancy Hofheimer, Director: 804-367-2100
Complaint Coordinator: 804-367-2106 or 1-800-955-1819

**VIRGINIA COALITION FOR THE PREVENTION OF ELDER
ABUSE (VCPEA)**

P.O. Box 70054, Richmond, VA 23255

**VIRGINIA INSTITUTE FOR SOCIAL SERVICES TRAINING
ACTIVITIES (VISSTA) AREA TRAINING CENTERS (ATC)**

**TO CHECK COURSE AVAILABILITY AND REGISTER ONLINE FOR VISSTA
COURSES, YOU MAY LOG ONTO [HTTP://WWW.VCU.EDU/VISSTA/ATCS/](http://www.vcu.edu/vissta/atcs/).**

Pamela DaiberBarton, ATC Manager, Eastern Area
1320 LaSalle Avenue, Room 222, Hampton, VA 23669; 757-727-1880

Allyne Webster, ATC Manager, Central Area
1604 Santa Rosa Road, 2nd Floor, Suite 232A, Richmond, VA 23229; 804-662-7470

Bob Honour, ATC Manager, Northern Area
12011 Government Center Parkway, Suite 622, Fairfax, VA 22035-1102; 703-324-7836

Meredith Burger, ATC Manager, Piedmont Area
First Campbell Square, 210 First Street, SW, Suite 405, Roanoke, VA 24011; 540-853-6380

Marcie Hall, ATC Manager, Western Area
450 Commerce Drive, Suite 6, Abingdon, VA 24211; 276-623-0134

VIRGINIA DEPARTMENT OF SOCIAL SERVICES
LICENSING CONTACT INFORMATION
(For questions about licensed assisted living facilities and adult day care centers)

CENTRAL OFFICE

VDSS Division of Licensing Programs, 7 North Eighth Street, Richmond, VA 23219
804-726-7154

<p>CENTRAL AREA (804) 662-9743 1604 Santa Rosa Road Wythe Building, Suite 130 Richmond, VA 23229-5008 COUNTIES SERVED: <i>Amelia, Brunswick, Buckingham, Charles City, Charlotte, Chesterfield, Cumberland, Dinwiddie, Essex, Fluvanna, Goochland, Halifax, Hanover, Henrico, King and Queen, King William, Lancaster, Louisa, Lunenburg, Mecklenburg, New Kent, Northumberland, Nottoway, Powhatan, Prince Edward, Prince George, Richmond, Westmoreland; CITIES SERVED:</i> <i>Colonial Heights, Hopewell, Petersburg, Richmond, South Boston</i></p>	<p>PIEDMONT AREA (540) 857-7971 Commonwealth of Virginia Building 210 Church Avenue, SW, Suite 100 Roanoke, VA 24011-1779 COUNTIES SERVED: <i>Alleghany, Amherst, Appomattox, Bath, Bedford, Botetourt, Campbell, Craig, Floyd, Franklin, Giles, Henry, Montgomery, Nelson, Pittsylvania, Pulaski, Roanoke, Rockbridge; CITIES SERVED:</i> <i>Bedford, Buena Vista, Clifton Forge, Covington, Danville, Lexington, Lynchburg, Martinsville, Radford, Roanoke, Salem</i></p>
<p>EASTERN AREA (757) 491-3990 Pembroke Office Park Pembroke IV Office Building, Suite 300 Second St. at Virginia Beach Blvd. Virginia Beach, VA 23462-5496 COUNTIES SERVED: <i>Accomack, Northampton, Southampton, Greensville; CITIES SERVED:</i> <i>Chesapeake, Emporia, Franklin, Norfolk, Portsmouth, Suffolk, Surry, Sussex, Virginia Beach</i></p>	<p>VERONA AREA (540) 248-9345 PO Box 350, 4801 Lee Highway (Rt. 11, North of Staunton) Verona, VA 24482-0350 COUNTIES SERVED: <i>Albemarle, Augusta, Clarke, Frederick, Greene, Highland, Madison, Orange, Page, Rockingham, Shenandoah, Warren; CITIES SERVED:</i> <i>Charlottesville, Harrisonburg, Staunton, Waynesboro, Winchester</i></p>
<p>PENINSULA AREA (757) 594-7594 825 Diligence Drive, Suite 203 Newport News, VA 23606 COUNTIES SERVED: <i>Gloucester, Isle of Wight, James City, Mathews, Middlesex, York; CITIES SERVED:</i> <i>Hampton, Newport News, Poquoson, Williamsburg</i></p>	<p>NORTHERN AREA (540) 347-6345 170 W. Shirley Avenue, Suite 200 Warrenton, VA 20186 COUNTIES SERVED: <i>Caroline, Culpeper, Fauquier, King George, Prince William, Rappahannock, Spotsylvania, Stafford; CITIES SERVED:</i> <i>Fredericksburg, Manassas, Manassas Park</i></p>
<p>FAIRFAX AREA (703) 934-1535 3959 Pender Drive, Suite 320 Fairfax, VA 22030 COUNTIES SERVED: <i>Arlington, Loudoun, Fairfax; CITIES SERVED:</i> <i>Alexandria, Fairfax, Falls Church</i></p>	<p>ABINGDON AREA (276) 676-5490 190 Patton Street Abingdon, VA 24210 COUNTIES SERVED: <i>Bland, Buchanan, Carroll, Dickenson, Grayson, Lee, Patrick, Russell, Scott, Smyth, Tazewell, Washington, Wise, Wythe; CITIES SERVED:</i> <i>Bristol, Galax, Norton</i></p>

APPENDIX D: RESOURCES

Forms, Brochures, and Manuals

AS/APS Documents

- [APS Minimum Training Standards](#)
- [Financial Institution Reporting Guide](#)
- [Indicators of Abuse](#)
- [Adult Protective Services \(APS\) Legislative Report 2002](#)

AS/APS Manuals

- Volume VII, Section IV, Chapter A (Programs for Adults)
- Volume VII, Section IV, Chapter B (Adult Protective Services)
- Volume VII, Section IV, Chapter D (Adult Services)
- Volume VII, Section IV, Chapter E (Long-Term Care Services)
- Volume VII, Section IV, Chapter E (Standards for Adult Services Providers)
- [UAI User's Manual](#)
- [Private Pay Virginia Uniform Assessment Instrument \(UAI\) Manual](#)
- Assisted Living Facility Screeners Manual
- [ASAPS Users Manual](#)

AS/APS Forms

- [Adult Protective Services Report](#) (DOC)
- [Adult Protective Services Report](#) (PDF)
- [Adult Protective Services Risk Assessment](#) (DOC)
- [Adult Protective Services Risk Assessment](#) (PDF)
- [Service Application](#) (DOC)
- [Service Application](#) (PDF)
- [Rights of Application](#) (PDF)
- [Eligibility Communication Document](#) (DOC)
- [Eligibility Communication Document](#) (PDF)
- [Request for Service Appeal](#) (DOC)
- [Request for Service Appeal](#) (PDF)
- [Consent to Exchange Information](#) (DOC)
- [Consent to Exchange Information](#) (PDF)
- [Disclosure Log](#) (DOC)
- [Disclosure Log](#) (PDF)
- [Interagency Form for Alcohol Release](#) (PDF)

- [Assurance of Confidentiality](#) (DOC)
- [Assurance of Confidentiality](#) (PDF)
- [Authorization to Act as an Agent on an Adult's Behalf](#) (DOC)
- [Authorization to Act as an Agent on an Adult's Behalf](#) (PDF)
- [UAI](#)
- [UAI \(large type\)](#)
- [UAI Private Pay](#) (DOC)
- [UAI Private Pay](#) (PDF)
- [UAI Plan of Care](#) (DOC)
- [UAI Plan of Care](#) (PDF)
- [Medicaid Funded Long-Term Care Service Authorization](#) (DOC)
- [Medicaid Funded Long-Term Care Service Authorization](#) (PDF)
- [Service Plan Adult Services](#) (DOC)
- [Service Plan for Adult Services](#) (PDF)
- [UAI Virginia Attachment to Short Form](#) (DOC)
- [UAI Virginia Attachment to Short Form](#) (PDF)
- [Assisted Living Facility Level of Care Worksheet](#) (DOC)
- [Assisted Living Facility Level of Care Worksheet](#) (PDF)
- [Eligibility Communication Document](#)
- [Eligibility Determination](#) (DOC)
- [Eligibility Determination](#) (PDF)
- [Purchase of Services Order](#) (DOC)
- [Purchase of Services Order](#) (PDF)
- [Vendor Invoice](#) (DOC)
- [Vendor Invoice](#) (PDF)
- [Notice of Action Service Programs](#) (DOC)
- [Notice of Action Service Programs](#) (PDF)
- [Application for Agency Approved Providers](#) (DOC)
- [Application for Agency Approved Providers](#) (PDF)
- [Compliance Form for Agency Approved Provider](#) (DOC)
- [Compliance Form for Agency Approved Provider](#) (PDF)
- [Tuberculosis Statement](#) (DOC)
- [Certificate of Approval](#) (DOC)
- [Certificate of Approval](#) (PDF)
- [Home-Based Care Assessment Document](#) (DOC)
- [Home-Based Care Assessment Document](#) (PDF)
- [Report of Guardian for an Incapacitated Person](#) (DOC)
- [Report of Guardian for an Incapacitated Person](#) (PDF)

AS/APS Brochures

- *Adult Protective Services*
- *Auxiliary Grants*
- *A Long-Term Care Facility's Guide to Adult Protective Services*
- *Prevent Financial Exploitation in Virginia: A Guide for Financial Institutions*
- *Prevent Financial Exploitation in Virginia: A Guide for Seniors and Adults with Disabilities*
- *Services to Adults*
- *What Mandated Reporters Need to Know*

Some of these documents are posted on the web as PDF files. Please print and copy them as needed. If you have difficulty printing out the PDF version and prefer one of the above documents in Microsoft Word, please contact your Family Services Specialist. The Adult Services Programs cannot provide multiple copies of forms or manuals. Forms may also be copied directly from manuals.

These brochures are available by calling 804-726-7533 or e-mailing Venus Bryant at venus.bryant@dss.virginia.gov.

Medicaid Provider Manuals

DMAS (Department of Medical Assistance Services) provider manuals may be obtained by going to the DMAS web site at <http://www.dmas.state.va.us>. Go to "Provider Manuals" and click on the manual that you would like to view or print.

Hard copies and CD-ROMs of Medicaid manuals are available for purchase. To purchase a manual, go to the "Provider Manuals" selection button on the DMAS web site. At the top middle of this area, there is a message to "Click here to obtain DMAS Provider Manual order forms from Commonwealth Martin" (the DMAS forms supplier). Follow the instructions to print the order form to order an up-to-date paper manual or CD-ROM. The DMAS Order Desk may be reached at 804-780-0076.

Medicaid Forms

DMAS forms, such as the:

- **DMAS-95 Virginia Uniform Assessment Instrument (UAI);**
- **DMAS-95 MI/MR, Mental Illness/Mental Retardation Supplement;**
- **DMAS-96, Authorization for Long-Term Care Services; and**
- **DMAS-20, Consent Form**

are available via the following ways:

- The DMAS web site <http://www.dmas.state.va.us>;
- Form copies in Medicaid provider manuals; or
- The DMAS Order Desk at 804-780-0076; callers will be sent one original form to be copied as needed.

If you have any questions or concerns about the DMAS order policy, please contact the DMAS Provider Helpline at 1-800-552-8627.

For More Information

Any questions should be directed to the appropriate Family Services Consultant.

Barbara Jenkins, Northern Area, 804-662-9783
Carol McCray, Western Area, 276-676-5636
Bill Parcell, Western Area, 540-483-6856
Sandra Coffey, Eastern Area, 804-662-9784
David Stasko, Northern Area, 540-347-6313

APPENDIX E: LOCAL DEPARTMENTS OF SOCIAL SERVICES

ADULT SERVICES (AS) and ADULT PROTECTIVE SERVICES (APS)

[The listing of staff below is based on information provided on the 2005 Adult Services Annual Survey. Local agencies are encouraged to notify the Adult Services Programs of changes.]

COUNTIES

Accomack DSS (FIPS: 001)
PO Box 210
Accomack, VA 23301-
General Telephone: (757) 787-1530
FAX: (757) 787-9303
Mary E. Parker, Director
Wayman Trent, AS/APS Supervisor
(757) 787-5530
wft001@eastern.dss.state.va.us

Albemarle DSS (FIPS: 003)
1600 Fifth Street, Suite 4
Charlottesville, VA 22902-
General Telephone: (434) 972-4010
FAX: (434) 244-7056
Kathy Ralston, Director
Sue Dwoskin, AS/APS Supervisor
(434) 972-4010
sdwoskin@albemarle.org

Alleghany/Covington DSS
(FIPS: 005/580)
110 Rosedale Avenue, Suite B
Covington, VA 24426-
General Telephone: (540) 965-1780
FAX: (540) 965-1787
Barbara Driver, Director
Kay Wrenn, AS/APS Supervisor
(540) 965-1780
kpw005@piedmont.dss.state.va.us

Amelia DSS (FIPS: 007)
PO Box 136
16360 Dunn Street, Suite 201
Amelia, VA 23002-0136
General Telephone: (804) 561-2681
FAX: (804) 561-6040
Martha Pullen, Director
Sondra Hicks, Social Work
Supervisor
(804) 561-2681
svh@piedmont.dss.state.va.us

Amherst DSS (FIPS: 009)
PO Box 414
224 Second Street
Amherst, VA 24521-
General Telephone: (434) 946-9330
FAX: (434) 352-0064
Glenn Sullivan, Director
Rick Groff, Social Work Supervisor
(434) 946-3330
rlg009@piedmont.dss.state.va.us

Appomattox DSS (FIPS: 011)
PO Box 549
124 N. Court Street
Appomattox, VA 24522-
General Telephone: (434) 352-7125
FAX: (434) 352-0064
Barry Elder, Director
Susan Hunter, SW Supervisor
(434) 352-7125
swH011@piedmont.dss.state.va.us

Arlington DSS (FIPS: 013)
3033 Wilson Blvd., Suite 700B
Arlington, VA 22201-
General Telephone: (703) 228-1665
FAX: (703) 228-1148
Valerie Cuffee, Director
Henriette Kellum, APS Supervisor
(703) 228-1753
hkellu@arlingtonva.us

Bath DSS (FIPS: 017)
PO Box 7,
Courthouse, Ground Floor
Warm Springs, VA 24484-
General Telephone: (540) 839-7271
FAX: (540) 839-7278
Deborah Adkins, Director
(540) 839-7271
dmb017@northern.dss.state.va.us

Bedford DSS (FIPS: 019)
119 East Main Street
Burks-Scott Building
Bedford, VA 24523-7750
General Telephone: (540) 586-7750
FAX: (540) 586-7781
Leighton Langford, Jr., Director
Robin Zimmerman, SR Social
Worker
(540) 586-7750
rez019@piedmont.dss.state.va.us

Bland DSS (FIPS: 021)
PO Box 55
Old Bank Building
Bland, VA 24315-0055
General Telephone: (276) 688-4111
FAX: (276) 688-1468
Linda Johnson, Director
(276) 688-4111
lkj021@western.dss.state.va.us

Botetourt DSS (FIPS: 023)
PO Box 160
20 South Roanoke Street, Suite 102
Fincastle, VA 24090-0160
General Telephone: (540) 473-8210
FAX: (540) 473-8325
Mary Lou Mullis, Director
Mary Jane Sexton, AS Worker
(540) 473-8210
mjs023@piedmont.dss.state.va.us

Brunswick DSS (FIPS: 025)
201 Sharp Street, Suite 100
Lawrenceville, VA 23868-
General Telephone: (434) 848-2142
FAX: (434) 848-2828
Beverly Brewer, Director
Debbie Burkett, AS/APS Supervisor
(434) 848-2142
dlb025@piedmont.dss.state.va.us

Buchanan DSS (FIPS: 027)
RR5 Box 108E
Grundy, VA 24614-
General Telephone: (276) 935-8106
FAX: (276) 935-8886
Harold McClanahan, Director
Cecil Stiltner, AS/APS Supervisor
(276) 935-8106
jcs027@western.dss.state.va.us

Buckingham DSS (FIPS: 029)
PO Box 170
Route 60
Buckingham, VA 23921-0170
General Telephone: (434) 969-4246
FAX: (434) 969-1449
Braxton Apperson, III, Director
Mary Johnson, SR Social Worker
(434) 969-4246
mnj029@piedmont.dss.state.va.us

Campbell DSS (FIPS: 031)
PO Box 860
69 Kabler Lane
Rustburg, VA 24588-0860
General Telephone: (434) 332-9585
FAX: (434) 332-9699
Rick Verilla, Director
Susan Jones, AS/APS Supervisor
(434) 332-9770
srj031@piedmont.dss.state.va.us

Caroline DSS (FIPS: 033)
PO Box 430
17202 Richmond Turnpike
Bowling Green, VA 22427-
General Telephone: (804) 633-5071
FAX: (804) 633-5648
Cynthia J. Green, Director
Phil Quinn, AS/APS Supervisor
(804) 633-5071
pbq033@central.dss.state.va.us

Carroll DSS (FIPS: 035)
605-8 Pine Street
Carroll County Government Complex
Hillsville, VA 24343-
General Telephone: (276) 728-9186
FAX: (276) 730-3195
Rodney S. Coleman, Jr., Director
Teresa Saunders, CPS Worker
I/Acting SW Supervisor
(276) 730-3130
tes035@dss.state.va.us

Charles City DSS (FIPS: 036)
PO Box 98
10600 Courthouse Road
Charles City, VA 23030-
General Telephone: (804) 829-9207
FAX: (804) 829-3420
Byron M. Adkins, Sr., Director
(804) 829-9207
bma036@central.dss.state.va.us

Charlotte DSS (FIPS: 037)
PO Drawer 440
400 Thomas Jefferson Hwy.
Charlotte Court House, VA 23923-
0040
General Telephone: (434) 542-5164
FAX: (434) 542-5692
Shawn Rozier, Director
Patsy Crews, Social Worker
(434) 542-5164
plc037@piedmont.dss.state.va.us

Chesterfield/Colonial Heights DSS
(FIPS: 041/570)
PO Box 430
9501 Lucy Corr Drive
Chesterfield, VA 23832-
General Telephone: (804) 748-1100
FAX: (804) 717-6294
Sarah C. Snead, Director
Karen Kirby, AS/APS Supervisor
(804) 748-1185
kirbyk@chesterfield.gov

Clarke DSS (FIPS: 043)
311 East Main Street
Berryville, VA 22611-
General Telephone: (540) 955-3700
FAX: (540) 955-3958
Angie Jones, Director
Robin Rhodes, AS/APS Worker
(540) 955-3700
rlr043@northern.dss.state.va.us

Craig DSS (FIPS: 045)
PO Box 330
Main & Court Streets
New Castle, VA 24127-0330
General Telephone: (540) 864-5117
FAX: (540) 864-6662
John W. Wilcher, Director
Bill Wilcher, AS/APS Supervisor
(540) 864-5117
jww045@piedmont.dss.state.va.us

Culpeper DSS (FIPS: 047)
219 East Davis Street, Suite 10
Culpeper, VA 22701-
General Telephone: (540) 727-0372
FAX: (540) 727-7584
Lisa Peacock, Director
Sarah Berry, AS/APS Supervisor
(540) 727-0372
sab047@northern.dss.state.va.us

Cumberland DSS (FIPS: 049)
PO Box 33
1550 Anderson Highway
Cumberland, VA 23040-9803
General Telephone: (804) 492-4915
FAX: (804) 492-9346
Karen H. Blackwell, Director
Kimberly White, AS/APS Supervisor
(804) 492-4915
kaw@piedmont.dss.state.va.us

Dickenson DSS (FIPS: 051)
PO Box 417
Brush Creek Road
Clintwood, VA 24228-
General Telephone: (276) 926-1661
FAX: (276) 926-8144
Truman Mullins, Director
Suzanne Vanover, SR Social Worker
(276) 926-1661
gbv051@western.dss.state.va.us

Dinwiddie DSS (FIPS: 053)
PO Box 107
14012 Boydton Plank Road
Dinwiddie, VA 23841-
General Telephone: (804) 469-4524
FAX: (804) 469-4506
Kimberley D. Willis, Director
Nancy Martin, AS/APS Supervisor
(804) 469-4524
nsm053@central.dss.state.va.us

Essex DSS (FIPS: 056)
PO Box 1004
Tappahannock, VA 22560-
General Telephone: (804) 443-3561
FAX: (804) 443-8254
Arthur M. Irvine, Director
Teresa Thrall, Social Worker
(804) 443-3561
trt057@central.dss.state.va.us

Fairfax DSS (FIPS: 059)
12011 Government Center Parkway,
Suite 232
Fairfax, VA 22035-1102
General Telephone: (703) 324-7500
FAX: (703) 324-9487
Dana Paige, Director
Elizabeth Shirley, Program Manager,
Adult & Aging Services
(703) 324-7705
elizabeth.shirley@fairfaxcounty.gov

Fauquier (FIPS: 061)
PO Box 300
320 Hospital Drive, Suite 11
Warrenton, VA 20188-0300
General Telephone: (540) 347-2316
FAX: (540) 341-2788
Janis Selbo, Director
Nancy Reeve, Program Manager
(540) 351-1075
Nwr061@northern.dss.state.va.us

Floyd DSS (FIPS: 063)
PO Box 314
Courthouse Building
Floyd, VA 24091-
General Telephone: (540) 745-9316
FAX: (540) 745-9325
Carl Ayers, Director
(540) 745-9316
cea063@western.dss.state.va.us

Fluvanna DSS (FIPS: 065)
PO Box 98
Fork Union, VA 23055-
General Telephone: (434) 842-8221
FAX: (434) 842-2776
Susan Muir, Director
Elizabeth Smith, Social Work
Supervisor
(434) 842-8221
eds065@northern.dss.state.va.us

Franklin County DSS (FIPS: 067)
11161 Virgil H. Goode Highway
Rocky Mount, VA 24151-
General Telephone: (540) 483-9247
FAX: (540) 483-1933
Elizabeth P. Little, Director
Thea Quillen, AS/APS Supervisor
(540) 483-6131
tkq067@eastern.dss.state.va.us

Frederick DSS (FIPS: 069)
107 N. Kent Street, Third Floor
Winchester, VA 22601-
General Telephone: (540) 665-5688
FAX: (540) 535-5664
Gwen Monroe, Director
Tamara Green, AS/APS Supervisor
(540) 665-5688
tlg069@northern.dss.state.va.us

Giles DSS (FIPS: 071)
211 Main Street, Suite 109
Narrows, VA 24124-
General Telephone: (540) 726-8315
FAX: (540) 726-8253
Linda Boggs, Director
Mike Dobbins, AS/APS Supervisor
(540) 726-8315
rmd071@western.dss.state.va.us

Gloucester DSS (FIPS: 073)
PO Box 1390
6641 Short Lane
Gloucester, VA 23061-
General Telephone: (804) 693-2671
FAX: (804) 693-5511
Evins A. Goodwin, III, Director
Joan Thompson, SW
(804) 693-1287
jms073@central.dss.state.va.us

Goochland DSS (FIPS: 075)
PO Box 34
1800 Sandy Hook Road, Suite 200
Goochland, VA 23063-
General Telephone: (804) 556-5880
FAX: (804) 556-4718
Elizabeth B. Middleton, Director
Barbara Speas, AS/APS Supervisor
(804) 556-5880
bspeas@co.goochland.va.us

Grayson DSS (FIPS: 077)
PO Box 434
129 Davis Street
Independence, VA 24348-0434
General Telephone: (276) 773-2452
FAX: (276) 773-2361
Betty Richardson, Director
Pat Cox, SR Social Worker
(276) 773-2452
pyc077@western.dss.state.va.us

Greene DSS (FIPS: 079)
PO Box 117
10009 Spotswood Trail
Stanardsville, VA 22973-0117
General Telephone: (434) 985-5246
FAX: (434) 985-5266
James E. Howard, Director
Sharon Belt, SW Supervisor
(434) 985-5246
sab079@northern.dss.state.va.us

Greensville/Emporia DSS

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Emporia, VA 23847-
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FAX: (434) 634-9504
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Halifax/South Boston DSS

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1030 Crawford Road
Halifax, VA 24558-0666
General Telephone: (434) 476-6594
FAX: (434) 476-5258
Betty G. Wells, Director
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Hanover DSS (FIPS: 085)

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Ashland, VA 23005-
General Telephone: (804) 752-4100
FAX: (804) 752-4110
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Henrico DSS (FIPS: 087)

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8600 Dixon Powers Drive
Richmond, VA 23273-7032
General Telephone: (804) 501-4001
FAX: (804) 501-4006
Gordon Ragland, Director
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Henry/Martinsville DSS

(FIPS: 089/690)
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20 East Church Street
Martinsville, VA 24114-
General Telephone: (276) 656-4300
FAX: (276) 656-4303
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Highland DSS (FIPS: 091)

PO Box 247
Courthouse Annex
Monterey, VA 24465-
General Telephone: (540) 468-2199
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Isle of Wight DSS (FIPS: 093)

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James City DSS (FIPS: 095)

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King and Queen CH, VA 23085-
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King George, VA 22484-0130
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King William, VA 23086-
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Lancaster, VA 22503-
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Lee County DSS (FIPS: 105)
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Main Street
Jonesville, VA 24263-
General Telephone: (276) 346-1010
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Loudoun County DSS (FIPS: 107)
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Leesburg, VA 20176-
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Louisa, VA 23093-
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Lunenburg DSS (FIPS: 111)
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Mathews, VA 23109-
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Urbanna, VA 23175-
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Providence Forge, VA 23140-
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Eastville, VA 23347-
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Stafford, VA 22555-0007
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